**Steven Cummins**

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**Professional Profile:**

A technically astute, pragmatic and personable Network Engineer with over 5 years’ experience in the IT industry. Proficient in the effective engagement and negotiation with both internal and external stakeholders at all levels: including influence and identification of commercial requirements in the development of bespoke IT solutions. Additional expertise across all aspects of troubleshooting and solutions design/implementation, client relationship management, training and cisco routing/switching. Confident, diligent and thoroughly dedicated in all pursuits: currently seeking a new professional challenge in which to further develop and apply a highly transferable skill-set.

**Core Competencies:**

* Excellent project management skills: from commencement through to completion, often within strict time constraints.
* Troubleshooting: able to spot the problem at hand and create a sustainable solution.
* Highly personable approach with the ability to simplify technical concepts to non-technical individuals.
* Effective communicator with the ability to work effectively at all levels.
* Adaptive: demonstrating the ability to quickly grasp a wide range systems, processes and procedures.
* Resilient and pragmatic approach to work based challenges: working in rapidly changing and challenging environments, effectively managing and de-escalating difficult situations.
* Ensuring that IT capability is aligned with current and evolving business needs.
* Delivering training and overseeing the creation of bespoke technical documentation.

**Technical Expertise:**

* **Experienced:** Cisco routing and switching, ASR routers, Nexus switches, Cisco ACI, SDN, Cisco ASA’s including Next-gen IPS, Sourcefire, Arista Switches, OTV, VXLAN, VRF’s, MPLS, BGP, OSPF.
* **Good Understanding:** VMWare, ESXi, VNX, vSphere, vCloud, VCNS, Solarwinds, Weathermap, Cisco Anyconnect, Avamar. Dell Data Centre Switches, Checkpoint firewalls, VoIP.
* **Basic/Working Knowledge:** Windows, Linux (all common distro’s), Python, Ansible, TCL, Citrix Netscaler/ADC

**Training Qualifications:**

**June 2018: CCNP Switch 300-115, Cisco**

**March 2017: CCNP Route 300-101, Cisco**

**November 2014: ICND2 – CCNA, Cisco**

**June 2014: ICND1 – CCENT, Cisco**

**Professional Experience:**

**July 2019 – Current: Hampshire County Council – Senior Network Consultant (3 month Contract)**

*Supporting Hampshire’s next-generation of WAN deployment, assisting on the design solution for Web Filtering and assisting with the technical to user communications and documentation.*

* Design solutions for over 8000 users, multi-site and multi-customer web filtering.
* Work closely with WAN providers to best utilize the MPLS infrastructure currently in place.
* Review WAN Provider changes to ensure expected outcome with decreased risk.
* Provide new design for documentation of the network, to increase clarity of traffic flow for audit purposes.
* Provide third level support for network application issues.

**January 2019 – May 2019: TET Ltd – IT Solutions Consultant.**

*Working with the sales team to provide pre and post-sales support on the full stack of services e.g. Network, Storage, Server, Microsoft Solutions, Virtualisation, Cloud. Owning the full journey from speaking to customer to find requirements, investigating multiple solutions, providing the customer with each option then implementing the solution. Once solution has been implemented, pass over to support. Also provided a ‘third line’ support if issues got escalated and working closely with customers and providers to work through complicated technical issues.*

**Knowledge Obtained**

* Having to obtain Microsoft/AD/Storage knowledge quickly to help support the business.
* Knowledge on how to architect the full stack, enabling a better working knowledge on designing unique networks.
* More exposure to lower level networks with a more conventional architecture stack e.g. Core, Distribution, Access.
* More exposure to Layer 2 technologies e.g. RSTP, Port Sec, 802.1x.

**September 2018 – January 2019: VTG Cloud – Senior Network Engineer**

*Taking sole ownership of a small metro cluster network consisting of a primary, secondary and DR DC. Working with Nexus and Cisco ASR technologies along with ASA’s and ASAv’s. Also had to develop my knowledge on Storage and VMWare 6.5 as this was required to help the other infrastructure engineers.*

**Knowledge Obtained**

* Having sole ownership of an entire network, having to ensure best practise is met.
* In charge of decommissioning older devices and having to move configuration onto new devices taking advantage of new features (vxlan/OTV).
* Plan new design and ensure it meets best practise.
* Moving live services over to new design whilst ensuring no/minimal downtime.
* Provide support to VMWare/Storage engineers when deploying a new service.
* Providing 24/7 support either via phone/remote log in/on site when required.

**March 2018 – September 2018: Hampshire County Council – Senior Network Consultant (Contract)**

*Supporting* *Hampshire’s data centre network and providing assistance with Linux servers when required. Heading the data centre decommissioning process, re-documentation of current environment and suggestions on improving current design.*

* Write and implement changes for the Data Centre Network, including Dell Data Centre Switches and Checkpoint firewalls.
* Clear the backlog of all decommissioned servers, whilst ensuring no downtime for business critical systems.
* Implement new processes to accelerate decommissioning process whilst improving efficiency.
* Provide new design for documentation of the network, to increase clarity of traffic flow for audit purposes.
* Write Ansible playbooks to automate the Linux server patching of the infrastructure.
* Provide third level support for network/Linux application issues.
* Train members of staff on Network best practises and any specific network requirements.

**December 2017 – March 2018: High Speed Office – Pre-sales Technical Consultant**

*Helping to design and provide solutions to end users/customers of HSO. Attend sales meetings with colleagues to answer any technical questions, and to discuss any details regarding the design, implementation and support of the network.*

* Providing support to the sales team regarding technical questions/requests.
* Design HA solutions for customers that require minimal to no downtime.
* Attend sales meetings to design solutions with customers.
* Provide high and low level documentation for complicated solutions that were implemented.
* Give VoIP demonstrations and discuss VoIP solutions and cost-savings to customers.
* *Be able to simplify complex designs to non-technical staff, and explain the benefits of the solutions in non-technical terms.*

**March 2015 – December 2017: UKCloud – Network Engineer**

*Supporting the internal network to provide internal and external network connectivity. This includes multiple security level WAN's, also providing leased line and Co-Location connections (mainly working with Cisco multi-layer switches, firewalls and routers). This includes ASR 9k's, Nexus 7700's and ASA's, (Cisco ACI are also used extensively).*

* Maintaining responsibility for the end to end delivery of customer solutions, involving: devising network diagrams in line with technical requirements, liaising with Network Architects, creating implementing steps/developing configurations and implementing solutions.
* Designing, implementing and operating services on Cisco ACI.
* Overseeing all projects and ensuring work is delivered on time and in line with customer requirements.
* Ensuring all incidents are documented, responded to and resolved in a timely manner.
* Building and maintaining the appropriate knowledge to effectively attend to any technical problems that may arise.
* Delivering training and developing ‘go to guides’ for Support Engineers to facilitate understanding.
* Maintaining responsibility for all network upgrades and changes.
* Devising technical design diagrams in line with bespoke technical requirements.
* Working closely with Cloud Architects and Customer Success Managers, as well as the development team.
* Communicating complex technical information to non-technical parties with relative ease.
* Root cause analysis: analysing technical issues and create a sustainable solution with minimum business disruption.
* Completing projects that entail standing up an ACI system and overseeing all aspects of the end to end delivery.
* Product owner: Cisco Sourcefire and Sourcefire IPS.
* Maintaining responsibility for the administration and troubleshooting of network and security device issues.
* Ensuring all work is executed in a compliant and efficient manner.
* Managing the production of reports detailing all necessary issues for further analysis.

**Knowledge Obtained:**

* *Excellent knowledge of TCP/IP and multi-tier network infrastructure incorporating networking and security configuration and troubleshooting.*
* *Experience of Cisco ACI and understanding of SDN.*
* *Working knowledge of DC Technologies such as OTV/VXLAN.*
* *Solid product and configuration experience with Cisco router, Cisco firewall and switching hardware.*
* *Cisco software including ACS and other monitoring tools (such as SolarWinds)*
* *Content Switching & Load balancing.*
* *Routing and switching technologies such as BGP, MPLS, OSPF, ISIS STP, HSRP.*
* *Experience of Cisco NextGen Data Centre products and technologies (Cisco Nexus 7000, 5000).*
* *Experience of Cisco ASA Firewalls & IPS.*
* *Working knowledge of a VMware estate and vCloud.*

**January 2015 – March 2015: Redstone - JP Morgan - Data Centre Engineer**

* Racking and stacking kit, as well as managing cable running and patching.
* Overseeing all installations and decommissions.
* Interpreting technical documentation effectively.
* Escalating any issues to the Team Leaders as required.
* Preparing spread sheet reports detailing patching work completions.
* Running multiple cables through the Data halls in line with technical specifications.
* Maintaining a proactive attitude to health and safety across all endeavours.
* Acting in a problem solving capacity and successfully resolving any technical issues that arise.

**January 2014 – January 2015: Telindus (Telent) – Network Field Engineer**

* Maintaining responsibility for the installation and testing/assessing of hardware and pre-staging devices.
* Attending client site for installations and working closely with the network operations centre.
* On call Engineer for all Major Service Outages which entails attending calls primarily to high profile individuals (such as Virgin Media and the Houses of Parliament).
* Adhering to all necessary policies, procedures and health and safety regulations.
* Working with smaller, more local routers (such as 1841’s and 2961’s and also small, local switches).
* Gathering business requirements to enable technical understanding of how installations will be realised and implemented.
* Root cause analysis: analysing technical issues and create a sustainable solutions with minimum business disruption.
* Troubleshooting devices, including: line cards for Cisco 6500/7600 core routers and switches, including Supervisor cards and line cards, both fibre and Ethernet.
* Resolving issues with Juniper line cards for MX960 and T4000 series.

**Early Career Summary:**

* **July 2013 - January 2014: Nordic Improvements – Labourer**
* **April 2013 – July 2013: Honda Yeomans Group – Sales Executive**
* **November 2012 – January 2013: Game – Christmas Temp**
* **June 2012 – October 2012: Reach, Energizer Account – Retail Advisor**
* **February 2012 – June 2012: Reach, EA Account – Territory Manager**
* **March 2011 – February 2012: Lloyds TSB – Personal Banking Manager**
* **April 2009 – March 2011: Tesco Pharmacy – Dispenser**

**Education:**

**2008 – 2010: Farnborough 6th Form, As Levels and A Levels**

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| **AS - Accounting** | D |
| **AS - Further Mathematics** | B |
| **AS – General Studies** | C |
| **AS - Mathematics** | C |
| **AS – Physical Education** | D |
| **AS - Physics** | D |
| **A – Further Mathematics** | E |
| **A – Mathematics** | C |
| **A – Physical Education** | D |

**2003 – 2008: Farnborough Community College, 9 GCSEs and CiDA for IT Users**

**Additional Information:**

* **Level 1 Qualified Badminton Coach**

**References Available On Request**