# **SUMMARY**

An enthusiastic, adaptable and self-motivated individual, I possess good communication and interpersonal skills, which enable me to integrate and work effectively within a team.  I have the ability to work accurately under pressure and possess strong technical and analytical skills.

**WORK HISTORY**

**Exponential-e Ltd Aug 2011 - Present**

NMS Manager / Network Management Specialist (NMS/OSS/BSS)

* Responsibilities include managing a team of NMS Engineers and OSS developers, looking after Exponential-E’s estate of Networking Monitoring Systems and including maintaining Core Network Teams provisioning software.
* Customer Facing Demonstrations, either at the Customer Premises or via WebEx, of Exponential-e’s version of EMC M&R, Web Portal, used by Customers to view their Bandwidth Statistics.
* Planning and integrating new software within our vCloud Datacentre.
* Working with various teams including, Core Networking team, Service Delivery, Voice Delivery, Security Operations Centre, for the delivery of requirements, including bespoke server setups, troubleshooting issues with connectivity between devices and the monitoring systems, and ongoing issues.
* Maintaining VM servers via vCloud Director and capacity planning for out Virtual Datacentre’s
* License procurement and working with vendors such as EMC / Dell / VMware, Alcatel, Redhat, Fortinet, Cisco**.**
* Documenting Server Builds’ and Processes.
* Customers include Virgin Atlantic, BDO, HSCN, Hill Dickenson, Havas, Charles Kendall, Fulham Football Club, Softcat, Daisy Group, Channel 4, NBC, Middlesex University, Nabarro, Careys Group.

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| **OS:** | * Redhat 6/7 * CentOS 6/7 * Fedora * Ubuntu 14 /16 | * Solaris 10 * VMware ESXi, vCloud Director * Windows 2001, 2010, Server |
| **Software:** | * Dell EMC SAS Suite 9.5 (Smarts, NCM and M&R) * Nokia NSP 18.3 * FortiPortal * ServiceNow * Castlerock SNMPc 7 * EXFO Worx | * Cacti * Nagios * SNMP / DNS / Syslog * Mail – Exim * Radius – (Free Radius, Radiator) * LDAP / TACACS+ |
| **Network Equipment:** | * Alcatel * Adva Optical * Cisco Routers and Switches * Juniper Routers and Switches * Fortinet | * HP * Aruba * Palo Alto * OneAccess * Netscreen |
| **Network Concepts:** | * Layer 2 and Layer 3 Networking * VLAN * MPLS | * VPN * NAT |
| **Database:** | * Postgres | * MySQL |

**BAA - Contracting Feb 2011 - July 2011**

Network Management Software Engineer

* Contracted in to aid the preparation of BAA Smarts installation for migration and upgrade to the latest Smarts versions including SAM 8.0, IP 7.0.3.

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| **OS:** | Solaris 9 |
| **Software:** | EMC SMARTS 7.x |

**EMC - Contracting Jan 2010 - Feb 2011**

Network Management Software Installations

* Design, Installation and Support of EMC products such as Smarts 7.2 / 8.0, Voyence 4.1, and EMC Ionix UIM 1.0 / 2.0 on Customer Premises and help advise them on their cu
* Documenting Design and Installation procedures.
* Customer demonstrations of the Installed products once the Installations were completed.
* Customers include TEO (Lithuania), TFL, ING, Colt Telecom, Zon TV (Portugal), AEC, Global Telecom (Bulgaria), Northumbrian Water Ltd, Fife Council, BT Engage, Freshfields Bruckhaus Deringer.

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| **OS:** | * Solaris 10 * RedHat Linux 4 / 5 | * Microsoft 2003 / 2008 |
| **Software:** | * EMC SMARTS 7 * EMC Voyence 4.1 | * EMC UIM 2.0 |

**TDB Networks Ltd Jul 2008 – Dec 2009**

Technical Support

* Duties include, understanding customers NMS architecture and design, to troubleshoot customer support issues and liaising with the vendors, including, EMC, Lucent and Rackwise.
* Monitoring Internal Systems and Network.
* Customers include Reliance Globalcom, AT&T, IBM, Wipro, RaboBank, O2.

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| **OS:** | * Solaris 2.9 - 2.10 * RedHat Linux 4 | * Microsoft 2000, 2003, NT |
| **Software:** | * EMC SMARTS 7 * EMC Voyence 4.1 * Lucent Vital Suite 10.2 * ManagedEngine OpManager 8 | * Rackwise * SNMP * DNS |

**Holonomix Ltd Sept 2007 – Jun 2008**

Technical Consultant

* Duties included Auditing and Reviewing customers’ existing Smarts InCharge setup and implementing recommended design changes to their systems.
* Testing Holonomix’s own products for Smarts inventory Management and Maintenance requests.
* Customers include BT, Cable and Wireless.

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| **OS:** | * Solaris 2.7 - 2.9 | * Debian Linux 2.6 |
| **Software:** | * InCharge SMARTS 6.2 - 7.0 * SNMP * DNS | * Networking * Shell scripting including BASH/KSH * sed and awk |

**Travelling around the World Feb 2006 – Jul 2007**

Including South and Central America, Australia, New Zealand, China, Japan, South East Asia, India and Nepal.

**Vanco Ltd Oct 2000 – Feb 2006**

UNIX Administrator/NMS Engineer

* Duties include, monitoring Vanco’s Network Management Systems, which include HP OpenView, InCharge SMARTS, Lucent VitalSuite and the systems they reside.
* Troubleshooting with other specialist teams in the company to resolve networking issues with regard to Event Management.
* Installation of new servers and upgrade of existing systems, and general day-to-day administration of those systems.
* Customer include IBM/LTSB, Ford, Avis, Virgin, SGS.

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| **OS:** | * Solaris 2.6 - 2.9 * RedHat Linux | * Microsoft NT, 2000, XP |
| **Software:** | * InCharge SMARTS 6.2 * HPOV 6.2 * Lucent VitalSuite 9.3 * Voyence | * SNMP / DNS * Sendmail * Shell scripting including BASH/KSH, Sed and Awk |
| **Hardware:** | * Sun Ultra 5, 450, Sun-Fire 280R, Sun Netra V120, V240, V480 * Cisco Routers and Switches | * Netscreen * 3-COM Hubs * HP DL360 |
| **Education:** | * HP Openview Administrator I * InCharge AM Administration * CCNA | * Voyence * VitalSuite Administration |

**NEC Europe Ltd May 1999 – Oct 2000**

UNIX Administrator

**Morse Group Ltd Aug 1997 - May 1999**

Bench Engineer

**EDUCATION**

**University of Portsmouth Oct 1994 - Jun 1997**

H.N.D. Mechanical Engineering (Materials & Manufacture)

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| **Modules studied:** | * Design and Manufacture, * Integrated Manufacturing * Mathematics * Stress Analysis and Dynamics * CAD/CAM | * Industrial Statistics * Thermodynamics * Materials * Instrumentation and Control Systems |

**Richmond upon Thames College Sep 1992 - Jul 1994**

B.T.E.C. Electrical Engineering.

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| **Modules studied:** | * Microprocessors * Engineering Design * Electrical and Electronic Principle * CAD * Engineering Science * Workshop Practice & Project | * Mathematics * Electronics * Further Mathematics * Electrical Applications * Manufacturing Technology |

**Gunnersbury Catholic School for Boys Sep 1986 - Jul 1992**

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| **8**  **G.C.S.E’s:** | * Maths * English Literature * English Language * Geography * History | * Combined Science Double Award (including Physics, Chemistry and Biology) * Religious Studies |

**INTERESTS**

I enjoyed travelling the world for 16 months, and have enjoyed learn about the different cultures that I have encountered. I also enjoy playing and have a keen interest in all sports, particularly football, swimming, snowboarding, Mountain Biking and have played Lacrosse for Portsmouth University.

**PERSONAL DETAILS**

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| **Full Name:** | Eamonn Gerald McQuaid |
| **Address:** | 3 Warrender Way, Ruislip, Middlesex, HA4 8EB |
| **Phone No:** | 01895 676143 |
| **Mobile No:** | 07584 070515 |
| **Date of Birth:** | 9th September 1974 |
| **Email:** | [emcquaid@gmail.com](mailto:emcquaid@gmail.com) |

REFERENCES AVAILABLE ON REQUEST