Gurvinder Singh Sidhu Address: 24 Chaucer Avenue

Cranford

Middlesex

TW4 6NB

D.O.B: 23.11.76 Mobile: 07958 624 346

Gender: Male Email: guv\_sidhu@hotmail.co.uk

Nationality: British

**PERSONAL PROFILE**

An extremely flexible, confident, ambitious and dedicated individual capable of successfully completing set tasks, as proved in the progress I have made within the data comms industry. I am a customer-orientated individual with an analytical and creative attitude, capable of leading a team and working in high pressure environments and on my own initiative whilst adhering to procedures and SLA’s.

## **Team Work**

1. Experience of providing structured training and feedback to new trainees to help develop their technical and management skills.
2. Experience of working as a team has taught me to compromise, commit, plan, organise, and gain skills in time management.
3. Experience in working as a part of a team and meeting SLA’s and deadlines at Vodafone, Cable and Wireless, Bulldog Communications and Vital Network Services.
4. Participation and motivation of team members were the key elements to successfully achieving our set and meeting SLA’s and other team goals.

**Problem Solving**

Working as a Core Data Network Engineer at Vodafone and liaising with customers and management on a day to day basis has enabled me to remain calm and objective in dealing with difficult situations in a mature, confident, and precise manner

**Language**

Fluent in speaking, writing and understanding Punjabi & English.

Can communicate to a good level in Hindi.

**SKILLS PROFILE**

* Configuration & troubleshooting of Cisco Routers, Juniper, Alcatel Routers & Switches.
* Network management tools and Transmission Platform (Alcatel SAM, ADVA Network Manager, SMARTs, Ciena)
* Troubleshoot Transmission and 3rd Party Fibre (Ethernet, Wavelength, ATM, SDH and DWDM) Services.
* LAN and WAN, Fixed Line, Mobile 4G LTE and Wireless connectivity.
* Network Monitoring Tools HP Open View, NETCOOL, SMARTS, and SMIT.
* Carrying out Change management activities.
* Compiling Reports on Major Incidents for the Management team

Cisco routers (CRS-8/S (7457); ASR9K Series; ASR901 and 903); Cisco 7507(PE), Cisco12410, Cisco 12008 (P-Routers) and Cisco Switches 3500 -3700 Series  
Juniper routers MX80, MX960, MX480 and Multi Service Platforms range Alcatel 7750, 7450 and 7210 using Service Access Management Platform and Command line to manage and troubleshoot faults. Core IP and Routing, Route reflectors, protocols OSPF/RIP/BGP/MPLS   
Core EDGE Juniper E-series (ERX/BNG/LNS), ATM, Ericsson/Marconi DSLAM, and LLU, Gigabit Ethernet and VoIP, Nortel CVX 1800, Signal Gateway

LLU(Local loop unbundling), Marconi DSLAMs, Alcatel, L2TP, BRAS, Radius server, Redback

ATM, Frame Relay, X28, VPN, IP, IPX, Token Ring, Ethernet, Ciena

Trouble Shooting and Configuration of 1000, 2000 7000 series Cisco Routers, Olicom Routers and Multiplexers, GX550 Lucent Switches,

HPOpenView, Naviscore, Netcool, Firehunter, Solarwinds monitoring tools, RADCOM, Prismlite testing equipment. Ciscoworks, TMS, Netcon 90, Transcend, SSC, TEAM and CSU’s DSU’s.

UNIX, Windows NT, Windows 98, Windows 95, Windows 3.11.

Database - Oracle, SQL, Access, Knowledge-Based Systems, HEMIS, DataEase, Dbase3, Dbase4.

Programming - Java, JavaScript, HTML, C-Programming, C++, Pascal, Modula-2, COBOL.

Proficient in a number of word-processing packages, in particular Word for Windows, Word Perfect and Ami-Pro.

Spreadsheets - Excel, Lotus 1-2-3 and Super Calc.

Desk Top Publishing - Aldus Pagemaker, Harvard Graphics, PowerPoint.

**EDUCATION**

Kingston University 1996-2000

BSc(Hons) - Computer Science

Yr.4

Data Comms, Network Software, Management Science, Computer Vision, Human Computer Interaction, Professional Environment, Final Year Project.

Yr.3

Netscape Communications UK – 6th July 1998 to 6th July 1999 (see work experience)

Yr.2

Fundamental Formalisms II, Object Oriented Development, Project Management, Computing System II, Systems Analysis Design II, Database Systems, Data

Communication and Networking, Commercial Programming

Yr.1

Business Environment, Computational Structures, Fundamental Formalisms I, Software Workshop, Software Development, Business Information Systems, Computing

Systems I, Systems Analysis and Design I

West Thames College 1994 -1996

BTEC National in Computer Studies

Subjects Studied: Introduction to Programming, Programming, Mathematics, Computer Systems, Small Business Computer Systems Concepts, Small Business Computer Systems Practice, Information Systems, Quantitative Methods, Desk Top Publishing, Communication Skills.

West Thames College 1993 -1994

City & Guilds Computer & Programming - English, Mathematics, Programming, Spreadsheets, Database, Desk Top Publishing, Word Processing.

Cranford Community School 1992-1993

GCSE’s - English Language & Literature, Mathematics, Science, Further Science, Integrated Humanities, German, French, Expressive Arts, CDT: Design and Communication.

**WORK EXPERIENCE**

**NNTG Limited Jan 2018 – ongoing**

Managing a engineers helping them provide the best possible support.

Liaising with IT to make sure resources are always available.

Producing, distributing Weekly and Monthly Reports.

Carrying out 121s with engineers.

Supporting engineers by Remotely managing operations using Monitoring tools such as Solarwinds, CiscoWorks. HPOpenview

Carrying out Change Management activities

Liaising with field engineers to install and change-out cards and chassis where required.

Monitoring and troubleshooting

**Vodafone– Nov 2012 – Nov 2017 - Core Data Network Engineer**

Responsible to the Network Operations Manager for the integrity of the IP Access & Data Core Networks. Providing diagnostics on a range of technologies including ATM, Frame-Relay, Multi Service Platform, IP and Data Networks. Liaison with customers, third party maintainers, OLOs and hardware vendors. Performing break fix duties with strict SLAs. Completing root cause analysis of recurring and complex faults. Providing technical and fault management input to customer and managerial reports. Identifying, registering, and escalating potential service risks and business impacts resulting from internal or external activities. Attending fault investigation conference calls and meetings as required. Offering training and mentoring to other team members as and when appropriate. Operations change Management.

* Working with the NMS Platform (SMARTs, SAM5620 and JUNIPER configuration)
* IP MPLS Core and Transmission Network with a variant of vendors Cisco, Juniper, CIENA,ADVA
* Trouble-Shooting Diagnosing Network problems
* Ordering up new equipment such as line cards, optics, routers, and switches from our logistic network provisioning teams & assisting Field Engineers in turn-ups and troubleshooting of newly provisioned and live services.
* Configuring Layer2 and Layer3 services on core IP network and Transmission, this mainly consists of Provisioning 1G/10G/100G wavelengths, IP MPLS Core and IP Transit service
* Provision and Activate Transmission Network Services 10Gbit/s up to 100Gbit/s & supporting a variety of protocol interfaces
* Ensure SLA’s, Incidents Coordination and Ticket Escalations are performed
* Producing, distributing Weekly and Monthly Reports.

Duties and responsibilities also include:  
• Ensuring network availability, for our customers  
• Ensuring outstanding tickets are managed as per SLA & KPI’s  
• Liaising with network planners, change control teams and assessing planned and unforeseen events that can disrupt the networks availability.  
Assisting internal agencies with roll out of new technologies with acceptance testing and quality control.

• Managing provisioning & Migration work out of hours and ensuring all work is completed when specified, liaising with other carriers and customers where necessary  
• Compiling incident reports for Data NOC senior management following major fault incidents  
• Coaching staff to achieve optimum performance and provide motivation  
• Ensuring core ATM/Frame Relay and our Broadband Wholesale connect networks are maintained, all alarms are acknowledged and faults are proactively raised as appropriate.

**Cable and Wireless – Jan 2008 – Nov 2012 - Core Data Network Engineer**

• Compiling incident reports for Data NOC senior management following major fault incidents  
• Coaching staff to achieve optimum performance and provide motivation  
• Managing provisioning & Migration work out of hours and ensuring all work is completed when specified, liaising with other carriers and customers where necessary  
• Ensuring core ATM/Frame Relay and our Broadband Wholesale connect networks are maintained, all alarms are acknowledged and faults are proactively raised as appropriate.  
• Ensuring outstanding tickets are managed as per SLAs and work is evenly distributed amongst shift members.  
• Carry out regular customer optimizations to ensure optimum routes through the network in accordance with customer SLAs

**A4IT – Feb 2006 – Dec 2007 - NOC Engineer**

* Making sure all SLA are adhered to
* Dealing with 3rd party companies to make sure processes and agreements are conducted in a precise, clear and professional manner.
* Producing reports and factual information on tickets raised, faults dealt with and SLA's met
* Checks of Inventary and putting in place documentation that will help in the smooth running of NOC functions.
* Dealing with day to day NOC issues
* Laising with engineers to coordinate card swaps and system or card reboots.
* Compiling weekly and monthly reports.
* Working with HP Openview, Netview and Cisco works.

**Bulldog Communications Feb 2005 – April 2006 – NOC Engineer**

* Various amounts of technical training for LLU services, BT IPStream, Marconi and Alcatel and company Softswitch
* Second/Third line support for Bulldogs ISP Network
* Fault finding, Diagnostics, Troubleshooting & resolving all technical issues
* Working with BRAS and Radius servers.
* Working on Marconi and Alcatel DSLAM, Juniper & Cisco kit, Raduis Servers, Redback Routers and Softswitch
* Carrying out line tests, fault diagnostics and meeting SLA
* Liasing with other departments to meet set tasks.
* Dealing with all NOC related issues – line tests, conference calls, updates to management.

**VC Net – Jan 2004 – Feb 2005 - Network Support Engineer**

* Fault diagnostics and resolving issues on video conferencing network
* Going to customer sites and resolving issues by testing and troubleshooting their network.
* Writing up technical proposals for well known companies such as JP Morgan and presenting proposals to management.

**Vital Networks - June 2001 – 2004 – NOC Engineer**

* Second / Third line support for data issues in the Vital NOC
* Evaluation, Isolation and in-depth troubleshooting of Network faults
* Liaising at all levels of management to provide technical updates.
* Dealing with technical requests from Vital Sales and Marketing team.
* Working with HPOpenView, WhatsUpGold, Ciscoworks, TMS, Netcon 90, Transcend, SSC, TEAM and CSU’s DSU’s.
* Carrying out Network tests for Vital Customers.
* Assisting in the development of my team through assigning training programs and departmental appraisals.
* Work in a team of around 15 people to provide in-depth troubleshooting on Vital customer issues, while adhering to procedures and SLA’s
* Liaising with different departments such as TAS who would offer support and information when needed to enable the speedy resolution of Vital customer issues.
* Providing management with the information needed to provide detailed reports with regards to trouble shooting and escalation procedures for customers.
* My role require me to work on a wide range of equipment and protocols and I have good exposure to the following: HP Openview, IP, Frame Relay & ATM
* Provisioning of Lucent switches and Olicom/ Cisco Routers.
* Writing up of departmental and operational uniformed procedures for on-site and NOC based engineers.
* Liaising with back office staff to keep Vital intranet updated with operational procedures and customer information i.e. Site Codes, Third Party information, engineer details, comms room layouts and equipment location using Visio software.

**Primus Telecommunications - June 2000 – June 2001 – NOC Engineer**

* Support for data issues in the Primus NOC
* Setting up the NOC in the Docklands
* Project Management in USA for Primus ATM rollout
* Work in a team of around 15 people to provide in-depth troubleshooting on Primus customer issues.
* Liaising with different departments such as Network
* Design who would offer support and information when needed to enable the speedy resolution of Primus customer issues.
* Providing managers and Supervisors with the information needed to provide detailed reports with regards to trouble shooting and escalation procedures for customers.
* Working on the Core Network Troubleshooting & Provisioning.
* Testing of the core network by running ATM, Frame Relay, Circuit Emulation tests.
* My role required me to work on a wide range of equipment and protocols and I have good exposure to the following: ATM, Frame Relay, Cisco Routers 7200 series, Cisco GSR 12008, GX550 Lucent Switches.
* IGRP, RIP, IP, OSPF
* Naviscore using HP OpenView training.
* Taken part in the build out of the NOC in Docklands and the testing of the core backbone has helped me
* gain a better understanding of networks and there surveillance. I have also completed a number of in-house training courses and have used HP Openview and NavisCore monitoring system.

**Netscape Communications UK – 6th July 1998 – 6th July**

**1999**

Worked in Networking, DataComms. Experienced in using Windows NT, Unix, SunSolaris. Configuration of desktops, laptops, etc. Sent to client sites such as Bull Information Systems to work on projects. Experienced in the field of E-Commerce.

**ADDITIONAL INFORMATION**

Driving license since 1993 and have my own car.

**Hobbies & Interests**

Enjoy using my local gym on a regular basis.

References available on request.