***Ian Liddle*** 17 Sherbourne Drive, Leeds, LS6 4QX

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**Nationality**: British **Car Driver**: Full, clean licence (19 years)

**Profile**

A highly skilled network project engineer with four years’ experience within build and eighteen years’ in 1st, 2nd and 3rd line support teams. I have extensive knowledge of computer network installation, design and troubleshooting. I enjoy the challenge of working to stretching targets, meeting deadlines and solving problems. A collaborative team player; I enjoy working with and supporting others and am able to communicate effectively with colleagues, customers and project stakeholders. I am committed to developing myself academically and am currently working towards taking my CCNP Security accreditation. I’m looking to further develop my skills across a range of new projects and am confident I can continue to deliver results.

**Skills**

Routers (Cisco 800, 1000, 2000 Series, ASR 9000)

Layer 2/3 Switching (Cisco, Juniper, Brocade, HP)

Nexus (3K, 5K, 7K series)

MPLS L3VPN

Firewalls (Cisco ASA, Cisco Firepower, Fortigate, Palo Alto, Checkpoint, Juniper Netscreen/SRX)

Routing Protocols (EIGRP, OSPF, BGP, RIP)

Implementation of (VSS, VRF, HSRP, VRRP, DHCP, DNS, FTP, TFTP, SSH, TACACS, SNMP, Cisco ISE, Prime)

Implementing traffic filters using standard and extended access-lists and route maps

Load-Balancers (F5 BIGIP LTM/GTM, Citrix Netscaler, Cisco ACE)

Proxy Servers (Bluecoat, zScaler)

Wi-Fi Access-Point/Controller (Cisco, Aruba, Meraki, Juniper RingMaster, Brocade)

Network Monitoring (Solarwinds, PRTG, LibreNMS, HPE NNMi, WireShark, tcpdump, Netflow, Iperf)

Automated Network Backup and Version Control (Solarwinds NCM, Rancid, Git Repository)

ADSL Load Balancing and Routing

VMware vSphere (4.01 / 5.0 / 5.1 / 5.5)

VMware View

SAN Storage (HPE 3PAR StoreServ, Hitachi)

Microsoft Windows (Windows 7/Windows 8, Windows 10)

Microsoft Windows Server (/2008/2012)

Linux (Ubuntu, Debian)

Basic Python/Ansible for network automation

**Employment Experience**

**IBM/Vodafone Senior Network Project Engineer March 2018 - Present**

**Achievements:**

* Led the successful implementation of an internet gateway for a large construction company delivering on time whilst piloting agile methodology.
* Key member of the networking team implementing a large scale secure internet gateway for a UK government department. Delivering on time, within budget and providing early life support.
* On-going key member of the networking team responsible for migrating a large scale energy supplier to a hosted network/cloud solution within Vodafone following the agile methodology.
* Awarded top performer by line manager in recent annual performance review.

**Key Responsibilities:**

* Build, deploy, and integrate large scale, complex cloud and security solutions for Vodafone’s global customer base and support the business as a cloud and security service provider following agile guidelines.
* Work closely with designers to implement and deploy detailed level design plans.
* Work with key stakeholders to ensure right first time build, delivery on time and to estimates.
* Support the design and consultancy functions to input the relevant technical detail as part of the planning process.
* Ensure that all customer network and security solutions are implemented according to the agreed SLAs.
* Ensure build is completed right first time, meets requirements defined during the solution design phase and is transitioned into operations on time.
* Document customer implementations to a high standard and ensure seamless handover into operations.
* Creation of technical impact assessments and change plans for the integration of new solutions via change management.

**Compass PLC**

**Army Foundation College Computer/Network Engineer June 2016 – March 2018**

**Achievements:**

* Re-designed and implemented internal and edge security for the college utilising Fortigate firewalls in a HA cluster.
* Re-designed the existing collapsed core to include distribution layer switches using VSS and ether-channel to provide network resiliency to access layer switches.
* Conducted a full site survey of existing network devices and provided high and low-level diagrams.
* Implemented a secure Remote Access VPN for support staff for home/OOH working.
* Implemented a scalable network node monitoring solution and automated device backup/change control.
* Installed and maintained a knowledge base application to provide training to team members on all aspects of the network.
* Installed Linux based Tacacs+ to provide central authentication and accountability.

**Key Responsibilities:**

* Provide 3rd line support to all college network and security devices and assist with the rollout of new Compass sites and support of existing infrastructure.
* Maintain and update security policies on all firewalls via change control.
* Monitor firewall web filter/IPS and AV to assist with duty of care for students.
* Monitor security bulletins for devices and update where necessary.
* Identify and implement service improvements.
* Maintain network documentation and knowledge base articles and provide network/security training to staff members.

**Redcentric PLC Senior Network Support Engineer Sept 2014 – June 2016**

**Achievements:**

* Key member of the team in charge of integrating Calyx (following its acquisition by Redcentric) into the existing support management domain.
* Created training and provided access guides / knowledge base articles, with specific reference to Calyx’s customers, for Redcentric support staff; easing the transition and ensuring consistent delivery.
* Acted as the point of contact for 3rd line escalated network and security tickets from Calyx’s customers.
* Provided high quality technical support to all Redcentric network/security service customers.

**Key Responsibilities:**

* Technical support to customers accessing Redcentric network/security services.
* Troubleshooting complex network/security issues and implementing design changes to accommodate expanding customer requirements.
* Working to contractual SLAs and deadlines to ensure customers received a quality service.
* Escalation point for 1st and 2nd line support teams to provide assistance with problem tickets.
* Work as part of a team with a focus on providing excellent customer service.
* Contribute to the development and implementation of new products.
* Provide out of hours and on-call support for all aspects of incident and change management.
* Provide technical documentation detailing customer solutions.
* Provide knowledge base articles on known issues to assist other teams.
* Provide training to 2nd line teams to assist with knowledge when required.

**Compass PLC**

# **Army Foundation College Computer/Network Engineer Dec 2000 – Sept 2014**

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# **Achievements:**

# Implemented a scalable network design with the emphasis on high availability.

# Re-designed the core network to provide 10GB ethernet to the existing vSphere and iSCSI SAN utilising Cisco's Nexus range of switches.

* Provided local and edge security utilising Cisco ASA’s in a HA cluster with IPS.

**Key Responsibilities:**

* Liaising with customers to identify, design, document and procure all aspects of their networking requirements.

# Pro-actively monitor and troubleshoot all network incidents adhering to strict SLAs.

# Provide out of hours support and maintenance of the live infrastructure, including scheduled software/hardware upgrades.

# Provide 1st and 2nd line support for over 1000 computers on a Microsoft 2003/2008 domain.

* Administrator of over 2000 users and mailboxes.
* Responsible for installing and repairing all computer hardware and software.
* Installation and management of VMware vSphere and VMware View desktop virtualisation.
* Responsible for support of users on all Microsoft applications.
* Responsible for the installation and maintenance of Microsoft ISA Server firewall.
* Support and maintenance of telephone lines.
* Responsible for backup of all data.

### Education

### Sep 90– Jun 95, Haughton Comprehensive School, Darlington; 9 GCSE’s

### Sep 95– Jun 98, Queen Elizabeth 6th Form College, Darlington; GNVQ Advanced Business – Pass

### Qualifications

CCNP – Valid until 10/09/2021

CCNA Security – Valid until 10/09/2021

NVQ Level 3 – Information Technology

NVQ Level 3 – Application of Number

NVQ Level 3 – Communication Skills

**References**

Available on request