Alexander Sykes

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Adriven and enthusiastic worker who is inspired and quick to learn. Creative and practical thinker with an eye for detail and outside the box thinking. Polite and friendly with good communication skills who ishonest, reliable and willing to go the extra mile. Maintaining high levels of customer satisfaction by using logical and technical skills to promptly troubleshoot and rectify issues in high pressure and demanding situations to reduce downtime and costs. Confident working alone as well as co-operative working in a team environment. Now seeking to make the next step in my career as a network engineer in a role that would develop my existing skills and knowledge.

**Knowledge and Skills**

Configuration and maintenance of:

Cisco IOS/XE/XR/NX and Mikrotik Routing and Switching | MPLS OSPF EIGRP BGP LAN/WAN QnQ VPWS QOS HSRP VRRP LACP STP | Fortgate Firewalls| IPSEC VPN NAT SIP | Windows Server 2016/12/8 | Active Directory Group Policy DNS/DHCP

**Qualifications**

* CCNA R&S 200-125 expires Aug 2021

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**Professional Career**

**Talk Straight Group, Ilkley (ISP)**

Supporting over 1000 customer sites as part of a small network team to provide reliable scalable and secure internet access over a variety of vendors and technologies

**NOC Engineer (3rd line) September 2018 – Current Date**

* Troubleshooting a range of more complex data/voice issues at a 3rd line being the last point of escalation for all technical network issues.
* 24/7 monitoring / maintenance of provider network to sustain 100% availability.
* Core Router / cloud firewall configuration including Cisco ASR 9000, FGT 1500D.
* Configuring redundant multi VRF/bridge-domain dynamic virtual private networks.
* Liaising with directors of partner companies and heads of academy trusts to complete new projects and network installations.
* Project work from start to finish on core platforms with ASR routers and Cloud firewalls including data-centre installation.

**2nd Line Network Engineer March 2017 – September 2018**

* Maintenance and troubleshooting of WAN connections leased lines EO/FTTC ADSL including out of hours support.
* Configuring routers with VRF control/data plane manipulation and static/dynamic inter VLAN/transit routing and QOS
* Configuration and management of UTM cloud firewall virtual domains ACLs NAT
* Providing support for web filtering platforms Netsweeper and Lightspeed to insure safe and stable web browsing
* Setup of domain controllers and IIS authentication for web filter deployment
* Installation of cloud hosted enterprise VOIP phone systems and troubleshooting SIP services

**Dennis Williams Ltd, Bradford (SMB) IT Support August 2014 – March 2017**

Working as an individual to support up to 100 users as a single point of contact for all IT issues including 1st and 2nd line support for network, server and endpoint devices.

* Enterprise network and server configuration, maintenance and break fix support over 10 sites
* Setup and maintenance of multiple site to site VPN connections
* Maintenance and configuration of network switching/routing over multiple networks
* Configuration and maintenance of physical and virtual servers
* Configuration and maintenance ofPBX phone systems
* Remote deployment of software and patch updates
* Building and configuring/Imaging desktop computers
* Konica Minolta/Olivetti MFD/Desktop Laserjet copier
* Management of employee accounts and credentials
* Sourcing and procurement of IT systems and hardware
* Communicating with 3rd party suppliers and service providers to manage out sourced projects

**Phoenix IT Group, Birstall (MSP) Service Desk Analyst December 2013 – August 2014**

Part of a team of analysts supporting clients across multiple sites with first and second line support of their IT systems under a Service Level Agreement. Main job responsibilities included:

* 1st and 2nd line support role in a large scale IT service provider
* Configuring Microsoft exchange accounts
* Remote installation of generic & application software using Microsoft SCCM
* Network infrastructure support
* Hardware and software support
* Customer support over the phone
* Call logging with incident management tools such as Microsoft Service Centre and Astea Alliance
* Multitasking to take calls, log and troubleshoot simultaneously.