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Haroon Passwala

*Network Specialist Engineer - Vodafone Group*

***Profile***

I am an enthusiastic and motivated specialist network engineer with over 15 years of experience in the telecommunications industry. I lead a team of skilled network engineers on Vodafone Business hosted and cloud-based environments. I am committed to any project undertaken and thrive to complete to perfection. I am an effective worker full of fresh ideas and approaches to any challenge, also a keen learner who is able to grasp new network architectures, technologies and skills quickly.

***Training & Certifications***

Mar 2018 Cisco certified CCNP Routing and Switching (300-101/300-115/300-135)

Dec 2018 Attained NPPV clearance (Police Vetting)

July 2017 F5 Partner Training: Configuring BIG-IP APM V12

July 2017 F5 Partner Training: Configuring BIG-IP LTM V12

Sept 2016 VCE Certified Professional Associate

Feb 2015 Attained SC clearance

Jun 2014 Cisco certified at CCNA level (200.101)

Apr 2014 Cisco CCNA - IP Routing & Switching Part 2 course - Global Knowledge

Jan 2014 Cisco certified at CCENT level (100.101)

Oct 2013 Cisco CCNA - IP Routing & Switching Part 1 course - Global Knowledge

Jun 2013 Mastering LTE and IMS networks course - Mpirical / Tektronix

Nov 2012 ITIL Foundation v3 course/certified

***Key Skills & Expertise***

* *Managing a team of skilled network engineers, including providing training and escalation support.*
* *Firm experience of supporting firewall devices (Cisco ASA/PIX and CheckPoint Gaia/IPSO)*
* *Proficient in VPN technologies, site-to-site IPSEC, Anyconnect/Webvpn, Dynamic Multipoint VPNs (DMVPN).*
* *Strong experience with data centre grade switching architectures covering, Nexus iOS, Virtual Switching System, VRFs, Virtual Port Channels - vPC and Virtual Device Contexts - VDC/VSS)*
* *Proficient with load balancers including F5 Local Traffic Manager and Global Traffic Manager (F5 wide IPs -WIP, Virtual IP -VIP, Irules, SNAT, Application Policy Manager -APM, Application Security manager - ASM) and even Cisco ACE modules.*
* *Adept in proxy technologies including Bluecoat SG/AV/Reporters and cloud based variants including Zscaler.*
* *Supporting networks based on cloud resources situated in large Vmware cloud environments underpinned by in-house VCE VBlock infrastructures.*
* *Strong communication skills, verbal and written.*
* *Support high secure environment in PSN (Public sector) network.*
* *Firm understanding of 3GPP based cellular network architectures and SS7/PSTN networks.*

***Education***

Sept 2004 - Jun 2006 BA (Hons) Design Management - University of Salford - 2:1

Sept 2000 - Jul 2002 HND Graphic Design - Batley School of Art & Design - Merit

***Experience***

***Oct* 2016 - present Network Specialist Engineer - Cloud & Hosting - Vodafone Group**

Leading a team of network engineers, providing operational support on network and security for Vodafone Business Cloud & Hosting solutions for multiple corporate customers. The solution provides managed, hosted infrastructure for customers from retail, finance, utilities and highly secure government bodies. Achievements include:

* + *Take on escalations and complex investigative incidents and work closely with stakeholders such as senior customer representatives, Incident managers, Service managers and Account managers.*
  + *Lead post incident investigations and problem investigations, providing recommendations/plans for planned change work and feedback in to continual service improvements plans whenever it is required.*
  + *Attend daily management briefing calls, providing technical representation and high severity updates.*
  + *Support private cloud environments with orchestration, underpinned by Vsphere with NSX Edge security and virtualised Nexus switching over Vblock hardware.*
  + *Replace faulty equipment and restore/recreate associated configurations within tight SLAs.*
  + *Coordinate and provide team training, includes reviewing and creating local work instructions.*
  + *An approver for operational support handover for new implementations. Defined operational acceptance checks for technical operations.*
* *Diagnosing and resolving complex network incidents. Planning change, assessment and implementation.*
* *Work with network security devices such as Cisco ASA/PIX, Checkpoint, Nokia IPSO firewalls, including applying ACLs, NATs, IPSEC site-to-site VPNs and WebVPNs. Situated in data centres in uk and abroad.*
* *Experience of complex Cisco Nexus and distribution switching environments, with VSS virtualisation, EtherChannels/VPC, trunks and VLANs. and multilayer switch SVIs and VRFs.*
* *Work with large scale F5 environments, across GTMs as well as LTMs, utilising APMs and the ASMs, also proficient in using Wide IPs (WIP), Virtual IPs (VIP) & Secure Nat (SNAT) and irules.*
* *Support multiple dedicated customer environments, including associated management and backup networks.*
* *Strong working knowledge of RedHat linux & Microsoft server os,*
* *Attained SC clearance and national police vetting (NPPV).*

**Dec 2014 - Oct 2016 Network Engineer - Cloud & Hosting - Vodafone Group**

Worked as a network and security engineer on Vodafone’s Cloud & Hosting infrastructure. Responsibilities in terms of technical scope are same as my current role but I worked as part of a team of shift engineers operating in a 4 days and 4 off basis.

**Jan 2011 - Dec 2014 GPRS & IP Support Engineer - Operations - Telef**ó**nica UK**

I provided 2nd line incident and proactive support for corporate M2M/consumer GPRS/IP and cellular based services

* *Fault diagnosing across a plethora of platforms, from radio-based signaling (GSM/UMTS/LTE), cellular 3GPP based systems to Juniper routers (GGSN/SGSNs)*
* *Supporting corporate M2M services across solutions/architectures such as Global Sims, radio access and CPE access points and across the roaming interconnects.*
* *Experience of using cellular tracing tools, such as protocol correlation over tracing probe capture and monitoring PrOptima performance KPIs as well as standard SNMP monitoring tools.*
* *Effectively engaging high profile stakeholders (internal & external) throughout incident management, post incident analysis and problem management.*
* *Worked on project and in-life support for cellular to SIP converged services. Participated in the product enhancement/defect management work alongside 3rd line software developers throughout the pre-launch and early life stages.*

**Mar 2009 - Jan 2011 Blackberry Support Analyst - Operations - Telefónica UK**

Provided managed support for corporate IT teams for Blackberry Enterprise Servers and associated device connectivity*.*

**May 2007 - Mar 2009 Data Support Analyst - Operations - O2 UK**

Provided technical support to business and consumer customers for cellular data services

***Other Skills***

*Languages:* Fluent in Gujarati. Basic verbal and written communications in Urdu

Driving License: Full UK

***References:*** Available on request