**James Stoner**

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**PROFILE**

A qualified CCNA network engineer with over 3 years' experience working in a busy, mixed support & infrastructure environment seeking a step up in my career. Due to my experience working with multi-vendor technologies I can troubleshoot and diagnose technical faults to the highest level under pressure within a good time frame. I have a thirst for knowledge and I’m always looking to improve my networking knowledge base to add to my Key Skills & Achievements list.

**KEY SKILLS & ACHIEVEMENTS**

* I can work as part of a team or individually.
* I am practical.
* Excellent network analysis and troubleshooting skills
* I have the ability to troubleshoot problems under pressure when required.
* I am organised.
* I am technically minded.
* I can think logically
* I maintain excellent customer service
* I Hold a Full (Clean) UK Driving Licence.
* I have a fluent understanding of multi-vendor ISP networking technologies such as, MPLS, VRF, IP-VPN, QoS, VoIP, FHRP failover, STP, EtherChannel, 802.1x, NetFlow, IPSec / SSL VPN, SNMP, FTP
* I can implement and troubleshoot dynamic routing protocols such as RIP, OSPF, EIGRP, eBGP and iBGP.
* I have an excellent understanding of DSL, Fibre, FTTC, EFM, EoFTTC, Ethernet, 3G/4G technologies
* I have broad understanding of multi-vendor routers, switches and firewalls, including but not limited to Cisco, Huawei, Juniper, HP, Netgear, Fortinet.
* Cisco CCNA Certified (19th July 2019)
* Fortinet NSE 4 Certified (30th November 2018)
* Completed MCSA Windows Server 2012 (70-410) classroom-based training. (2016)

**Zenos IT Academy IT Academy 14th September 2009-5th February 2010**

* CompTIA A+ (Feb 2010)
* MCDST (Windows XP) (Feb 2010)
* ADITP (Advanced Diploma for IT Practitioners)
* NVQ Level 3 in ICT
* Key Skills Level 2 for Maths and English

**St. Wilfrids Catholic High School & Sixth Form College 2004-2009**

* 13 GCSEs including grade C in ICT, Media Studies, and Electronics

**EMPLOYMENT EXPERIENCE**

**NOC Engineer, GCI Communications Ltd 15th May 2017 – present**

* Managed and maintained DSL circuits and profiles
* Diagnosed network issues at a 1st and 2nd line level
* Identified faulty hardware and arranged replacements
* Reacted to core alerts and escalated accordingly
* Monitored the core network and high priority circuits/sites
* Proactively contacted customers when alerts are generated
* Worked with 3rd party vendors and suppliers
* Completed change requests at 1st and 2nd line level
* Troubleshooted routing issues through the core network.
* When required took calls out of hours to diagnose faults at 2nd line level.
* Completed firewall software upgrades

**IT Support Technician, Mint Support Ltd 28th October 2013 – 12th May 2017**

* I completed daily SLA visits to primary schools, which included troubleshooting different IT problems ranging from printer issues to a complete re-install of the windows/server operating systems.
* I completed daily windows server checks.
* I administered most aspects of Windows Server 2008 through to Windows Server 2012 R2, including Group Policy, TCP/IPv4, MDT, DNS, DHCP, Windows Server Backup, Print Management, WSUS and VAMT
* I performed complete site upgrades/migrations on server’s OS and Windows OS ranging from Windows Server 2008 through to Windows Server 2012 R2, and Windows 7 through to Windows 10.
* I upgraded schools' networks by configuring and implementing new switches, along with Netgear managed wireless installs.
* I maintained network cabinets were possible.

**Production Operative, Really Useful Boxes 7th November 2011 – 26th October 2013**

* I was required to work with management when needed around the mould shop making sure the machines had the correct colour material for specific orders. I also made sure the machines worked as they should and if anything went wrong, I was required to fix it.
* Often worked outside in the yard helping complete orders for specific distribution companies.

**Sales Assistant, PC World 18th June – 30th June 2008**

* Completed two weeks work experience.
* Attended daily meetings.
* Stock Management
* Worked with the team to install software on PC’s and set up computers for first time use.
* Created labels for products
* Used my excellent customer service skills to provide information about products in the store.