**GABRIEL KEEGAN**

**MOBILE: 07904305522 EMAIL: GABRIEL\_KEEGAN@HOTMAIL.CO.UK**

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| **PROFESSIONAL SUMMARY** | Network analyst proficient in the installation and maintenance of routers, switches and firewalls. Experienced with maintaining WAN/LAN, wireless and call management systems. Confident team player offering excellent problem-solving skills and strong technical knowledge. Has over three years of professional experience within the unified communications industry, with a proven track record of Network Telecoms and IT support in an enterprise environment. | |
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| **SKILLS** | * Creative problem solving * Effectively troubleshoot end-to-end connectivity issues. * Excellent understanding of LAN, WAN, wireless and voice solutions * Good knowledge of software and hardware support * Experience in installing, configuring and troubleshooting IT systems in Windows environments | * Strong understanding of Routing and Switching * Experience configuring, testing and troubleshooting network systems. * Customer service expert * Excellent written and verbal communication skills |
| **WORK HISTORY** | JUNE 2019- CURRENT |  |
| **NETWORK ANALYST** | LONDON METROPOLITAN UNIVERISTY| | |

* Supporting and maintaining the data network and its associated services.
* Fixing Tier 1/2 faults within the set SLA
* Configuring and Installing networking equipment across multiple sites
* Testing and implementing new software to collect and organise information about managed devices.
* Using Active Directory to implement changes on the University’s network.
* Diagnosing network problems and actioning appropriate change for service improvement.
* Assisting with the creation and deployment of firewall rulesets and network access control lists.
* Documenting network architecture.
* Installation and configuration of PC hardware and software.

MARCH 2017-JUNE2019

**Service Desk Engineer** | Premier Choice Group |

* Troubleshooting and maintaining networking devices and infrastructure for customers. Including switches, routers, wireless devices and firewalls.
* Communicating with vendors and carriers to resolve network outages and periods of reduced performance.
* Providing guidance to customers and resolving Tier 1/2 fault tickets, whilst adhering to strict SLAs and ensuring that customers are kept up to date with progress of fault.
* Installation, testing and maintenance of Panasonic phone systems, DrayTek systems, Wifi routers, Call management and recording applications.
* Porting numbers to SIP and enabling authentication for SIP trunk access
* Using Wireshark to monitor SIP traffic and diagnose network problems
* Mentoring and training new apprentice staff
* Creating documentation and guides detailing best practice on how to resolve common faults and issues

MARCH 2016-FEBRUARY 2017

**Telecoms and Networking apprentice** | G3 Communications |

London

* Answering calls and emails to resolve tier 1 faults
* Maintained and monitored the server room, the wireless network and other server infrastructure.
* Installed software, modified and repaired hardware and resolved technical issues.
* Provided base level IT support to non-technical personnel within the business.

# EDUCATION 2019

**Cisco Networking Academy: CCNA Routing and Switching**: Network Engineering

London Metropolitan University, London

Completed course and passed all exams with Merit. Passed ICND1 first time round. On track to be CCNA certified by October.

2017

**Advanced Level Apprenticeship**: ICT systems and Principles

City College Coventry, Coventry

**Qualifications gained**

Advanced Level Apprenticeship in IT, Software, Web & Telecoms Professionals

NVQ Level 3 Certificate in ICT SYSTEMS AND PRINCIPLES (QCF)

BTEC Level 3 Diploma in PROFESSIONALS COMPETENCE FOR IT AND TELECOMS PROFESSIONALS

Level 2 BTEC Pearson Edexcel Functional Skills Qualification in ICT

**2016**

**Undergraduate**: Computing

University of Portsmouth, Portsmouth