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***Stuart Rains***

**Profile**

Self-motivated and hardworking Technical Design Authority engineer with 8 years experience in Unified Communications/Collaboration and a further 30 years LAN/WAN Switching/Routing in a systems engineer role.

I work closely with customers, project managers, solution architects and engineering support to drive project success within timescale and on budget.

**Managers summary** (Feb 2018 Performance Evaluation)

“A well-respected member of the Collaboration team; someone who is very customer focussed who has received some fantastic feedback from projects that he's completed. Stuart has great communication skills both written and verbal. He takes time to understand the customer’s needs and this ensures that he delivers what the customer wants and strives to get the job done right the first time. Stuart is extremely motivated and is keen to communicate his knowledge throughout the team.”

* Ability to cope with change, to be flexible and to handle uncertainty with a positive attitude.
* Ability to relate well to others and use interpersonal skills to achieve desired objectives.
* Ability to make use of leadership skills, including managing and motivating other staff to achieve objectives.
* Ability to use own initiative and work as part of a team.
* Ability to focus on achieving the results, and remains calm and even tempered during pressure situations.
* Ability to learn new behaviours.

I am keen to work on Cisco Unified Communications/Collaboration from initial design and documentation phases through to implementation and support.

**Experience**

Health and Social Care IC / NHS Digital

Senior Technical Specialist – Collaboration Team

The role encompassed various duties within the five person Collaboration team which provided all Cisco/Microsoft telephony and video conferencing solutions across the entire national infrastructure.

The responsibilities included the following Management configuration and design skills

* Cisco Call Manager & unity to support telephony and voice mail solution across the entire 3000+ user base
* Cisco Unified Contact Center Express solution for National Service Desks
* Cisco Teleprescence Video Conferencing solution for the national infrastructure of offices
* Cisco WebEx Conferencing solution
* Cisco Jabber & Mobile Remote access solution
* Microsoft Skype for business
* Microsoft Surface Hub

Example Projects

Upgraded Cisco Communication Manager & Cisco Unity servers (7 total) from version 6.0 to version 9.1.

This was a major upgrade undertaking as it did not permit a standard upgrade path.

LAN/WAN refresh and design, Cisco Unified Call Manager, Unity Connection and Instant Messaging & Presence servers builds.

* Deployed a Cisco Jabber solution across the entire base of 3000+ users using the WebEx cloud solution
* Deployed Cisco Mobile Remote Access solution using 4 of Cisco Expressways to support all user base when using Jabber off premise.

**Telindus UK (Belgacom ICT)**

April 1999 – April 2014

**Senior Network Engineer** November 2007 – April 2014

I have delivered a variety of infrastructure and technology solutions across multiple sectors with responsibility from design through to support. My work is typically split between LAN/WAN switching/routing and Unified Communications VoIP.

**Example Projects:**

* Designed and configured a Cisco 9.1 Unified Communication and Collaboration lab/demo facility including Cisco Unified Call Manager (CUCM), Cisco Unity Connection (CUC), Instant Messaging and Presence (IM&P), Unified Contact Centre Express (UCCX), Media Sense, Attendant Console Premium, Wireless LAN Controller (iPad mobile clients), Windows Servers; Domain Controller, Exchange, Web Server & Virtual Desktop Infrastructure (VDI) machines. The lab was virtualised on a Cisco Unified Computing System (UCS) B series blade server, managed with vCloud director with the front end running on VMware ESXi. The lab has highlighted Unified Communications and Collaboration capability both internally and externally by way of a demonstration facility for customers and training options for the team to enhance their skillsets.
* Design and implementation of Enterprise Quality of Service project for voice, video and data for a high profile customer with offices around the globe. This involved interaction and management of multiple service providers and associated configuration on many hardware platforms with differing software levels to consider.
* Unified Communication solution to include network LAN/WAN refresh and design. Cisco Unified Call Manager, Unity Connection and Instant Messaging & Presence servers builds. The WAN element was ATM to BT wholesale Ethernet migration with a security (FIPS 140-2 compliancy) requirement met using GRE over IPsec and encryption supporting both real time and normal data traffic.
* Cisco Unified Call Manager multi-hop upgrade from version 4.3 to 8.6 including virtualisation. This involved multiple branch offices and required controlled and well executed migrations with minimumdowntime for this manufacturing customer.
* Call Manager Express & Unity Express design and deployment solutions. These include small office multiple sites that require quick and simple office telephony to large more complex single site installations.
* Customer proof of concept lab build and demonstration. Recent proof of concept work includes a requirement to demonstrate the Quality of Service capability of the Cisco Jabber iPad application over wireless as part of a project for a Network Access Control (NAC) solution based on the Cisco Identity Services Engine. This successful piece of work has opened many opportunities with this important customer.
* Another example was assisting a large mobile network operator to demonstrate its mobility solution that allows a customer’s existing estate of mobile phones to integrate with the PBX system. This permitted the mobile phones to behave similar to extensions connected directly to the PBX

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* Cisco to Mitel voice network integration for a local authority reducing cost and management overhead
* Various government, manufacturing and education LAN detailed design associated documentation and test plans. Typically Cisco 6500, 3750X, 2960 switching and 2900 ISR routing products.
* Produced generic Unified Communications and Collaboration low level design, test/acceptance and

migration documentation.

* Network health checks and associated reports. During a 3 month deployment at a sensitive customer site I completed an independent network LAN/WAN design validation exercise. The customer had been experiencing widespread performance related issues over the entire network. I received some excellent commendation and they can be supplied on request.
* Customer WAN upgrades and change of service provider migrations. I was key part of a team who migrated a customer from one MPLS service provider to another so as to incorporate new European offices to their UK network as well as consolidate their data centres.

Vertical Experience:

* Government Sector
* Legal Sector
* Education Sector
* Manufacturing Sector

Proposition Speciality:

* Cisco Unified Communication and Collaboration services
* Cisco LAN/WAN switching and routing

**K-Net/Telindus UK Systems Engineer** April 2000 – November 2007

I was initially employed as a Systems Engineer specialising in Asynchronous Transfer Mode (ATM) with vendor equipment Marconi/Fore Systems and Xylan support for K-Net. Later, and as part of Telndus/K-Net, I focussed on Cisco products, but also supported Extreme, Juniper, DVTEL (IP enabled CCTV) and Redback vendor equipment’s. This team role was predominantly supporting customer networks both remote and on site and included an on call rota covering most of the midlands and northern England. This predominantly support related role was also inter-dispersed with project implementation work.

**Achievements**

* Provided focal network engineering support services to a law firm over a 5 year period which grew to become one of the largest law firms in the world today. This work included many LAN/WAN upgrade/refresh project work and its associated support. I also gained valuable experience building Cisco Unified Call Manager and Call Manager Express / Unity Express deployments in various global locations (remote) as the customer business expanded.
* Lead engineer role for a LAN migration and refresh for a large college. The new converged network supporting data, telephony and CCTV with Cisco core/access, Cisco Unified Call Manager, Trapeze Wireless and IP CCTV. This network later won ‘Best LAN Project of The Year’ at the Communications in Business awards and the ‘Network Project of the Year Award’ within the public sector category at the Techworld.com Network Awards.

Sept 1981- Oct 1999 **Timeplex Group**

**Customer Service Engineer**

To provide onsite installation, corrective/preventative maintenance and also offer after-sales technical support to customer solutions. This predominantly consisted of WAN TDM networks (Link-2+, BT Datelmux 7500) around the UK, covering analogue and digital voice / data.

**Professional Qualification/Accreditation**

* Cisco Meraki Networking Associate (CMNA)
* Cisco Certified Network Professional - CCNP Voice 2012 to June 2018
* Cisco Certified Network Associate – CCNA 2008 to June 2018
* VMware Certified Associate - Data Centre Virtualisation 04 Nov 13
* ITIL Foundation 14 Sept 05
* BTEC National Certificate Electronics & Electrical Engineering
* 8 ‘O’ level’s

DV and SC Security Clearance obtained during project work for the Police and MOD.

**Interests**

I enjoy cycling on a regular basis and I am also a keen walker.

**References:** Available are upon request.