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| **Scott Smithson-Ellis**  44 Heath Road  Dewsbury  WF12 8QB | **Current Role** | **Senior Network Designer** |
| **Email** | **Scott.smithson-ellis@bt.com** |
| **Telephone** | **07485080335** |
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## Personal Profile

An enthusiastic, service driven individual with an extensive knowledge and experience of problem solving. I am hardworking, punctual and strive for excellence. I have an eye for detail and I like a challenge.

**Key Skills**

* **BT Network –** Thorough and detailed understanding of the Openreach copper and fibre network, working to quality standards as detailed in BT policy documents. Knowledge of E side network, D side build, provision and faulting. FTTC provision, build and faulting.
* **Mentoring –** Mentor within engineering teams and office based roles, drawing on personal experience to assist newer members of the team.
* **Communication –** Excellent communication skills when talking to both internal and external customers. Having the ability to communicate relevant information as required, using the appropriate terminology, depending on situation and the customers understanding of the subject.
* **Network Design –** Two years’ experience in network design which has included creating designs for over 200 site migrations and assisting the commissioning teams with any issues that arise during the migration of the sites.

# Qualifications & Training

* CCNA Routing and Switching
* Excel, power point, SharePoint/TLF creation, Network specific tools use.
* BTEC level 3 in Professional competence for IT and telecoms professionals
* BTEC level 3 in IT systems and principles
* ISDN/PSTN/FTTC - Internal faulting and provision.
* BT equality and diversity course, NPPV3 Security cleared.
* 10 A-B GCSE’s

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| **Career History** |
| * **BT Contract Design Hub Senior Network Designer – July 2016 – Present.** Delivering designs to produce self-contained pieces of work. Providing recommendations of design scope, test, model and design of the network components. Delivering exceptional customer service within the prescribed SLA, understanding deliverables and the impact on both internal and external customers. Working remotely on Cisco routers and switches to troubleshoot issues and gather information.   Some examples of work carried on in this role are:   * **Metropolitan Police** **DSL site project**– Lead designer on a project to migrate 172 police sites from the old RTC network to the new NTA IP connect network. This included creating site designs along with migration plans and assisting the commissioning teams on migration day. * **Metropolitan Police** **LAN Transformation** – Worked as part of a team of 5 to refresh the hardware and redesign the network at 100 Met police sites, this involved a lot of out of hours work to support the onsite engineers, many of these sites were high profile so making sure we did the job right first time was essential. * **Lloyds Banking Group**- Involved in a small team responsible for working with the customer to carry out penetration testing on all of the different topologies found within their datacenters. This role required a lot of out of hours work which meant I had to solve any issues that occurred without the assistance of my colleagues. * **BT Openreach Customer Service engineer – August 2012 – July 2016** * IPhone gold user – Contact for any issues that people were facing with the IPhone. This was an important role at the time because Openreach had recently migrated from the use of laptops for day to day jobs to the IPhone so many people were uncomfortable with the device and applications. * CST engineer – Working on BT’s legacy, 21cn and Infinity network from the exchange to the customer site. Installation and repair of both copper and fibre, agile working on call. Self- motivated, in charge of my own work load, providing temporary or permanent solutions to network faults. Investigating RCA to prevent future service disruption. * BT Modern Apprentice – Completion of BT Apprenticeship. |
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**Hobbies & Interests**

I am a keen squash player & have played Cricket for many years; during this time I have captained sports teams on many occasions which I believe has developed my leaderships and teamwork skills. I also have a vibrant social life and love to get involved in team events.