Andrei **Craciun**

149 Swinnow Lane • Leeds • LS13 4QX

**Phone** 07448 724 028 • **E-MAIL** andrei.craciun.ro@gmail.com



**PROFILE** I am a motivated IT Professional with over 10 years’ experience working in IT - providing first class support to companies; hardworking individual with a successful track record of providing technical support and troubleshooting Currently working as Network Support Engineer with Daisy Group.



**OBJECTIVE** Energetic, technical-minded professional seeking a position as a Network Engineer where experience, a high technical aptitude, and unyielding commitment to work is important.



**EDUCATION** **ENGINEER DIPLOMA** • Jun 1998 • POLITEHNICA UNIVERSITY

Bucharest, Romania – The most prominent technical university in Romania. University Diploma in Computer Hardware

**BACHELOR DIPLOMA** • Jul 1993 • ELECTRONICA COLLEGE

Bucharest, Romania – Professional Diploma in Computer Maintenance and Assembly, Hardware Specialist

**Cisco CCNA Routing and Switching** • Feb 2019

**Fundamentals of Network Security** • Alison • Mar 2016

**Cisco Introduction to Cybersecurity** • CNA • Mar 2016

**CompTIA A+ 220-901**, **CompTIA A+ 220-902** • Sept 2016

**CompTIA Security+ SY0-401 •** Oct 2016

**COMPTIA Network+ N10-006** **•** Dec 2016

**SOLARWINDS** App & Server Monitoring Seminar• Sept 2015

**Comodo One ITSM** • Jun 2016

Meraki NextGen Switching **•** Mar 2017

Meraki Cloud Managed WiFi **•** Jan 2017

RITx: CYBER501x Cybersecurity **•**Jul 2017

Juniper JNCIA **•** in progress



**SKILLS**

Experienced in networks (currently CCNA R&S, working towards CCNP), Strong routing and switching skills, TCP/IP, Sub-netting, DNS, Etc., Cisco Router configuring and setup, Cisco Firewall, System testing troubleshooting and error tracking. Hands-on experience in network cabling, server rooms and related (including fibre optics install and splicing), Cabled and WiFi Network Auditing, Structured Cabling Network Testing and Fault Finding, Troubleshooting ability of wireless technologies, including UniFi, Meraki, Aruba, Cisco Routing and Switching Platforms including ISR, ASR, Catalyst and Nexus to a Tier 2 level

Cisco and Juniper Security Platforms including firewall configuration experience

Cisco Wireless Platforms including Controllers and Access Points



**EXPERIENCE**

**Network T2 OCC Engineer RMC/NOC • Daisy Group • Jun 2017 - present**

* Provide 2nd Line support for customer technical services to Daisy’s customer base including incidents, changes and appropriate service requests within agreed service hours and to agreed service levels along with providing network support and detailed diagnostics on various multi-vendor solutions. Participate in a 24x7 based shift pattern to cover all relevant technologies and flexibly adapt to ensure adequate team cover.
* Carry out proactive maintenance to maximize availability including patching, config backup and capacity management.

**Network Support Engineer T2 Enterprise • Daisy Group • Dec 2016 – Jun 2017**

* providing a technical response/ fix to incidents, changes and service requests reported by Daisy customers, performing second line diagnostics to resolve or identify the best possible next escalation path
* Provide 2nd Line support for customer technical services to Daisy’s EN customer base including monitoring, incidents, changes and appropriate service requests within agreed service hours and to agreed service levels.
* Work with your team leadership to provide resource levels within the team to provide support across the NS Tier 2 enterprise networking based portfolio to cover all relevant technologies and flexibly adapt to ensure adequate team cover.
* Carry out proactive maintenance to maximize availability including patching, config backup and capacity management.

**Enterprise IT Support Engineer • Ensidata Group Ltd • Feb 2014 - Jul 2016**

IT service provider, with a large portfolio of clients. Main duties:

* establishing the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards; the design and implementation of new solutions and improving resilience of the current environment;
* maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades;
* undertaking data network fault investigations in local and wide area environments, using information from multiple sources; securing network systems by establishing and enforcing policies, and defining and monitoring access; the support and administration of firewall and antivirus environments in line with IT security policy; upgrading computers and network equipment to the latest stable firmware releases; the configuration of routing and switching and firewall equipment, IP voice services;
* remote support of end users/customers; remote troubleshooting and fault finding if issues occur upon initial installation; assist with the installation of new hardware and software and help train employees on its use. 

**REFERENCES**

**Ray Fielding –** RMC Manager, Daisy Group

**Paula Simpson –** Network Support T2 Supervisor, Daisy Group

**Dragomir Orlando –** Operations Manager at Ensidata Group

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