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| |  |  |  | | --- | --- | --- | | Paul Sharland | Huddersfield | Marker | | paul.sharland@hotmail.com | Envelope | | https://LinkedIn.com/in/Paul-sharland | Link | | 07526737317 | Receiver | |

## Professional Profile

Network and Telecommunications professional with experience in managing, implementing, and troubleshooting circuit-switched voice and data networks. Adept in collaborating with customers, upper management, outside vendors, and internal departments to meet customer requirements and corporate objectives. Proficient in managing remote/onsite support programs. Skilled in troubleshooting network resources, evaluating technical alternatives, and recommending solutions to maximize system performance. Instrumental in installing equipment, monitoring network, and system operations, and repairing and maintaining PC equipment and peripheral resources. Wide knowledge of ISP/LAN/WAN/Security protocols and applications, as well as with voice/video/data on fixed and mobile communication services, including service provider communications infrastructure (Firewalls, IDS, IPS, VPNs - incl. MPLS and IPSec). Established and maintained professional relations with key vendors such as Cisco,Fortigate,WatchGuard and Ruckus.

## Career Summary

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| User | **Project Engineer/3rd Line Engineer** | July 2019 to October 2019 |
| Suitcase | **Contrac IT, Barnsley, South Yorkshire, UK** |

**key achievements**

* Planned network design elements for Bernard Mathews Foods as they looked to implement a full LAN and WAN refresh across 2 sites in Norfolk and Suffolk. The total contract value of £1.8m.
* Work in a methodical and efficient manner to strict timelines, planning work Out of Business hours to minimise customer production area downtime. This saved the customer vast sums of money as production was never halted during our work.
* Bernard Mathews were subject to a devastating network breach back in January 2019 the key reason was a lack of any implemented peripheral security appliances. Included in the design were a HA Pair of WatchGuard M670 firewalls for the corporate traffic and a segregated iDMZ for the customers production environment using M470 firewalls. The firewall policies applied were in line with the customer requirements and ISO 27001 and ISO 27002 in order to minimise the risk to confidentiality,integrity and ensure the continued availability of the customer network.
* Ensure both Bernard Mathews sites in Norfolk and Suffolk could communicate internally to each other using VPNs to ensure the high availability of critical applications and information held at both sites between all employees.
* Worked with many high profile customers including Bernard Mathews, William Lamb, Eds Easy Diners, Harry Ramsden, Cinnamon Lounge, Giraffe and 2 Sisters Food Group.

**role and responsibilities**

* Lead network planning and collaborate with 3rd party vendors and suppliers.
* Ensure the high availability and integrity of our own Data Centre infrastructure including Nutanix Cloud and storage services.
* Analyse customer requirement to ensure better contribution to the development of networking tools.
* Identify and resolve hardware related problems for better performance and detect issues for networking strategies.
* Conduct on-site customer audits to identify any security or other issues related to legacy network equipment and advise the customer on the best practices moving forward.
* Visit customers on site to resolve local equipment or network issues, working alongside a number key 3rd Party vendors to ensure any end user downtime is kept to a minimum.
* Communicate with the customers and 3rd parties regardless of technical ability to the satisfaction of all parties involved.
* Having a flexible working attitude sometimes staying away from home for periods of time.
* Implement migration policies for new an existing customers using new cloud based applications and software.
* High level understanding of MPLS, TCP/IP, BGP,OSPF,RIP and other network protocols to CCNA/CCNP Level.
* Communicate affectingly with clients and co-workers at all levels, executive, managers and employees to ensure all key objectives are met and are understood. Including the ability to articulate technical details to none technical employees.
* Ensure all tasks are complete within company and client SLAs.
* Provide both high and low level network design documentation using the Microsoft Office applications.
* Communicate with 3rd Party suppliers and vendors in achieving core tasks inline with clients timelines.

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| User | **Network Specialist** | Nov 2015 to Jun 2019 |
| Suitcase | **GCI Communications, Leeds** |

**key achievements**

* Identified and swiftly resolved fault upon initial installation.
* Co-ordinated with the project management team, 2nd line engineers, and service desk engineers to ensure services compliance with required standards.
* Involved in the design and Implementation of a number of key clients MPLS networks, including Lowell Group, The Works, Sanctuary Housing Group, Dimensions, Vinci Construction, Telefonica, Spicerhaart Estate Agency.
* Ensure PCI DSS compliance with a number of clients.
* Work within ISO 27001 at all times.
* Ensure time critical objectives were always met.
* Ensure high level faults and escalations were dealt with within SLAs at all times.

**responsibilities**

* Collaborated with team based in Leeds to configure Cisco and Juniper routers, switches, and firewall appliances.
* Provided high-level technical support to engineer and customers in conducting on-site installations, remote migration of sites to new services, and troubleshooting during initial build and installation stage to bring services live.
* Configured Cisco and Juniper routing and switching equipment to GCI template standards.
* Ensured relevant support collateral Capacity Management of IP addressing and hosted devices within customers internal and external networks.
* High level understanding of MPLS, TCP/IP, BGP,OSPF,RIP and other network protocols to CCNA/CCNP Level.
* High level understanding of Fortigate security appliances, policies and external/internal access controls and procedures.
* Provide high level support and be an escalation point for clients requirements.

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| User | **Provisioning Engineer** | June 2014 to Nov 2015 |
| Suitcase | **GCI Communications** |

**key achievements**

* Tested manually and automatically provisioned services before customer turnover.

**responsibilities**

* Designed a configuration in line with customer requirements and implemented onto the customer equipment.
* Installed different types of network equipment including, Cisco, Juniper, DreyTek, DIgi/Sarion, and HP in line with technical requirement.
* Set up the circuit side which was done on the company's Juniper Core.
* Configured customers handsets such as Cisco, Panasonic, and Polycom ensuring accuracy of the system during both in an 'out of the box 'working state.

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| User | **Avaya Installation Engineer** | June 2013 to June 2014 |
| Suitcase | **Logical Telecom LTD - Leeds** |

**key achievements**

* Executed project work related to the Voice and Telephony support area during service interruptions with minimal supervision, including managing vendors and communication status.
* Performed routine system administration and maintenance on local and remote locations with no impact on the client’s business.
* Provided timely and effective resolution to support requests based on internal and external service level agreements.
* Updated customers to keep them apprised of progress toward problem resolution.

**responsibilities**

* Configured and installed various voice and data systems in accordance with set requirements.
* Kept and maintained data background by providing customers with configured switches and routers in line with customer's requirements.
* Designed, implemented, and supported the telephony infrastructure, including various Call Centre applications.

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| User | **2nd Line Data/ VoIP Engineer** | Jan 2013 to June 2013 |
| Suitcase | **Azzurri Communications LTD** |

**key achievements**

* Managed company suppliers to ensure incident resolution in line with set SLAs

**responsibilities**

* Provided high-level 2nd line technical support to Azzurri Communications LTD customers
* Administered, maintained, and troubleshot customers, data and VoIP networks.
* Identified and resolved issues by utilising a variety of tools from Cisco Command Line Interface to Virtual assistance
* Communicated with the customer to update with their status of network.
* Established and maintained professional relation relations with some key clients such as Dixons Retail Group, Severn Trent Water, River Island, Visa, and Tesco Owned One Stop Stores.

**Additional Experience**

**Infantry**, British Army, September 2003 to December 2012

**Apprentice Telecoms Engineer**, Bailey Telecom LTD, June 2001 to September 2003

## Core Competencies

* System Engineering Management
* System Installation & Configuration
* Network and IT Infrastructure Supervision
* Project Planning & Scheduling System Integration & Specification
* Network Security & Firewall Technologies troubleshooting
* Testing Process & Procedures
* Technical Documentation & Reporting
* CCNA Certified (Expired November 2016)
* NSE Level 3 Certified (Expires November 2019)
* ISO27001 aware
* PCI DSS aware
* Data centre

## Education

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| User | **A-Level/equivalent in Telecommunications and Electronics.** |  |
| Court | **Huddersfield New College**  **Moor End High School** |