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| Shimmy kobue  7 Skylark Close, Crewe, CW1 3WE · +44 7565414114  Shimmy.kobue@live.com · [LinkedIn Profile](https://www.linkedin.com/in/shimmy-kobue-054071112) |
| I am a competent Technical Support Engineer with more than 6 years’ experience in multiple different support roles as well as research and development and Project Management. I currently work for a wireless technology company where we support all aspects of IT and wireless as well as explosion proof equipment and complete RTLS solution for use in harsh environments.  Deliver remote/onsite support and solutions via a deep-rooted analysis of networking and software to customers 24/7 all around the globe, from industries such as oil and gas to chemical, pharmaceutical and mining. |

# Experience

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| 04/2016 – PRESENTtECHnical/wireless support engineer, extronics LTD, MIDDLEWICH  * Provide technical support for the Extronics/ Stanley wireless RTLS (Real Time Location System) this includes the setting up of Windows virtual server environments, SQL server, Managing Cisco prime and MSE technologies. Wireless controllers and wireless design and deployment. * Pre-configure equipment for future installations as required * Project Planning and conduct installation work and produce evidence of job completion via appropriate reports. * To provide knowledgeable technical service to clients. * Provide technical assistance by planning with ITIL best practices and operational activities. * Deal with faults and RMA in a timely manner, to ensure pre-defined SLA’s and KPI’s are met. * Assist in project management as required, current projects BAE systems and Intel   **Other duties as assigned**   * Part of 24/7 on-call rotation. * Commissioning and help on installing of our engineering solutions. * Pre-sales support on Extronics products. * Managing Repairs (Admin, Logistics, Repairs and Costs) * Support production, R&D and IT internal support. |

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| 02/2013 – 04/2016Senior technician, extronics, Miidlewich  * Extronics Product Inspection, testing and conformity Assessment. * Investigate product failures throughout the manufacturing process, repair & test product failure, * Contribute to continuous improvement & LEAN manufacturing processes and General in-house technical Support. * To resolve fault calls in a timely, professional manner. * Ensure stock control measures are adhered to. * Test maintenance spares and document as required * Responsible for the development and training of in-house engineering team. * Responsible for all tenders pertaining to wireless technology and CCTV.  01/2010 – 01/2013general MANAGER, Pizza hut, Crewe  * Recruiting, training and supervising staff * Agreeing and managing budgets * Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines * Promoting and marketing the business * Overseeing stock levels * Ordering supplies * Producing staff rotas * Handling customer enquiries and complaints * Greeting and advising customers * Preparing and presenting staffing/sales reports * Keeping statistical and financial records * Assessing and improving profitability * Setting targets * Handling administration and paperwork * Liaising with customers, employees, suppliers, licensing authorities and sales representatives * Making improvements to the running of the business and developing the restaurant.  02/2013 – 04/2016ELECTRICAL ASSEMBLY operator, aws electronics group, Newcastle  * Cabinet and instrumentation rack wiring * Electromechanical assembly technician * Automated Cable cutting and stripping * Pneumatic Bandit and Crimping * Label and Ident printing * AC & DC, voltage proof and dielectric, continuity and short circuits * Refurbishment and upgrade service   **11/2004 – 08/2007**  **soldier,** britiish army, Kings and Cheshire Reg   * Operate radios and communications equipment * Communication engineering * Computing/ICT |

# Education

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| 04/2019ccna, cisco Currently studying towards CCNA  **10/2012**  **diploma in electrical installations,** newcastle underlyme  **10/2003**  **hnd in mechanical engineering,** universty of botswana  **09/2017**  **bosiet and emergency training,** fleetwood offshore survival centre  **09/2017**  **huet and ebs training,** fleetwood offshore survival centre  **06/2017**  **atex foundation COURSE,** exveritas compex  06/2016  **itil v3 Foundation**  completion date 20/12/19  **MTA SQL** |
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# Skills

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| * Computer Networks and Security * Creating and Managing Virtual Machines * Exceptional understanding of network devices and protocols, particularly wireless * Inspect and test finished products to ensure compliance with standards and specification * Significantly provide technical support to Application team * Play a stellar role in collecting the feedback of the customer related to quality and coordinate with quality specialists. * After sales Support and Repairs Management. * Conformity Assessment | * Good knowledge of high and medium voltage generation and distribution systems * Good knowledge of electrical fault-finding techniques * Fully conversant with rules for certified electrical equipment in hazardous areas * Understanding of process instrumentation * A full understanding of the role of Authorized Electrical Person * General understanding of fire and gas detection and ESD systems * Fully familiar with permit to work systems, and isolation procedures |

**applications**

* Windows server 2012/16/19
* Linux
* VMware
* V Sphere
* Hyper V
* MS office
* WebEx/ GTM
* Freshdesk/JIRA
* MS Authenticator
* Cisco IOS
* Cisco Prime
* SQL server
* SAP

**reference**

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| **Nick Saunders (Operations Director)**  Extronics Ltd,  1 Dalton Way, Midpoint 18,  Middlewich, Cheshire, UK,  CW10 0HU  [+44 (0)845 277 5000](tel:0845%20277%205000) | **Martin O’Shea (Technical Engineering Supervisor)**  Extronics Ltd,  1 Dalton Way, Midpoint 18,  Middlewich, Cheshire, UK,  CW10 0HU  [+44 (0)845 277 5000](tel:0845%20277%205000) |