**Curriculum Vitae - Mark Richards, Network Engineer, Network Security Engineer, Network Specialist**

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**Profile / Summary**

Highly professional Cisco Certified Network/Security engineer with key interest in Cyber Security, Cloud, SD-WAN, Virtualisation and Ethical Hacking. Key strengths include broad technical and IT Industry knowledge, highly personable, experience of working with and managing third party providers. Able to communicate with both technical and non-technical stakeholders at the highest levels, highly experienced in both IT Technical and Sales.

Working toward: Cisco CCNP Encor, Cisco CCNP Security, Cisco CCNP SD-WAN, Microsoft Azure AZ-103, Palo Alto – PCCSA, VMware VCP – Network Automation, EC-Council - Ethical Hacker Certification

**Key Skills**

* Cisco CCNA R&S, Cisco CCNA Security, Cisco IT Essentials
* LAN, WAN, IPv4, IPv6, MPLS, DSCP/QoS, BGP, MP-BGP, EIGRP, OSPF, RIP, IPSEC, VPN, FIREWALL, NGE FIREWALL, GRE, L2TP, MSTP, STP, HSRP, VRRP, SMTP, DNS, DHCP, HTTP/HTTPS, SSH, SSL, RADIUS, TACACS+, SNMP Monitoring & Traffic Management, Multicast/Anycast, VOIP
* IT Solutions and project management experience building computer networks, network security, computer systems, servers, and implementation of bespoke solutions. Facility Management, Network Cabling, Equipment Installation
* Experience & skilled in 1st/2nd/3rd Line Desktop, Network, Application and OS support across all recent Microsoft operating systems (XP, Vista, Windows 7/8/10), MAC OS, Linux, VMware, Microsoft Office/Office 365, Windows Server, Active Directory, Wireshark, ITIL, Python, OSI Data Layers L1,L2,L3,L4,
* Building a New business sales department, development and management of CRM systems, training, data and hardware suppliers within this team.

**Current Role / Status**

**LuxSec - Network Engineer, Network Security Engineer, Network Specialist Current**

* Operating as a Consultant providing complete IT Solutions, focussing specifically on Networking, Security, Cyber Security, Network design, Implementation and Installation. Cabling, Rack/Equipment setup installation and configuration, experience working to SLA’s. Familiar with Cisco routers, Cisco L2/3 switches, Cisco ASA, IPS/IPS, Cisco ACS, Cisco ISE, Palo Alto Firewall, Rukus WiFi/ Rukus AP, Netgear L2/L3 switches

**Project / Assignment Portfolio**

**Surrey IT Services** – **Technical lead 4 years 3 months**

* Surrey IT Services provided cost effective IT services to the SME market, offering competitive solutions and support services. We focussed on solutions that maximised company budgets, with open source technology at the backend and the integration of Microsoft front end software. In this role my responsibility was new business generation, account management, solutions architecture, project management and customer service. I was able to build upon my industry experience, find and contract specialists in particular areas of technical expertise and provide solutions to a wide range of SME’s in different industry sectors.

**Kuju Entertainment – Assistant IT Manager 1 year 10 months**

* Working closely with the IT Manager looking after all IT issues and day to day support

Cost savings on computer purchases implemented, Help desk software installed for problem  
reporting and live status of issues, Built effective asset management database for all IT  
Hardware and Software, Efficient running of support system with all support issues dealt within SLA's

**Alemba - Inside Sales Representative/New business sales manager 6 months**

* Reporting to the Chief Sales Officer I started 21 days after the rights to sell VMware Service Manager/vFire were moved to Alemba from VMware and have built the new business sales structure from the ground up. My initial responsibility was to review and develop a CRM package for use within Alemba and the choice was SugarCRM. I took responsibility for the entire administration of Sugar, reviewing and sourcing plugins for the system, writing workflows, building templates and customising the system for Alemba’s requirements, managing importation of customer accounts for UK, EMEA, APAC, USA and training all staff in these regions. I also reviewed and chose data suppliers to source UK and USA data for cold calling, wrote scripts/pitches for new business and assisted the marketing team in managing campaigns to develop business across EMEA.

I have also sourced staff, provided job training and management for the new business team, developed sales leads within the UK, Holland, Belgium and the USA. Finding excellent new business opportunities and winning business with existing users of VSM for Support & Maintenance business as well as professional services who were previously supported by VMware but who needed to be made aware of Alemba’s development and ownership of the product. Selling into a variety of Industries for Alemba, I have found many new business opportunities, regained customers who Alemba would otherwise have lost across the UK, EMEA, APAC and the USA.

**CHS Electronics (Computer Distributor)** - **Major Account management 3 years 5 months**

* My key responsibility were maintaining relationships with a little under 100 major account customers, also dealing with product managers to secure pricing and deliver complex solution sales. I delivered effective growth plans for the customer base I managed, hitting targets of £100K+ per month over 90% of my time in this role. Selling diverse range of computer hardware and software, having worked my way up to the role of Major Accounts, from Sales support to Networking account manager I learnt a lot about computer hardware and software with CHS and started my career in the IT Industry with this company.

**Parity Solutions - Business Development Executive** **2 year 7 months**

* Booking qualified appointments for field sales, all call out data generated by myself.

Hit target after month 1

Highest achievement 240% of target

Generated business used as case studies with, Three Rivers District Council and Tameside Metropolitan Borough Council

Generated business in a wide range of industries, Transport, Government and Energy

**DJST – Business Development Executive 8 months**

* Cold calling and booking new business sales meetings for the companies DJST represent, with senior level decision makers such as Financial Directors, Global IT Directors, Chief Technology Officers and Managing Directors for many FTSE 100 companies. With a proven track record at **DJST** ofsales into companies such as 3M, Kier, Morgan Sindell, AXA Insurance, Provident Personal Credit and many other large Multinational's as well as many SME's. Upon starting with DJST my experience in new business sales and in depth IT knowledge meant I have been given many of the best campaigns DJST run and have hit target consistently the majority of the time.

**Education**

Rodborough Secondary School

Godalming CollegeChichester College

**References**

**Matthew Hoy – Sales Manager**

DJST

1 Paris House

Parklands

Guildford  
GU2 9JX

**Neil McAlpine – Senior Lecturer**Chichester CollegeWestgate Fields  
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West Sussex  
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