**CURRICULUM VITAE ARIF BAGAS 2019**

**Home Address:** 3 Chaucer St, Bolton. BL1 3HR. **Tel:** 07401 474494

**Date of Birth:** 14.12.72 **Age:** 46 **Nationality:** British

**Marital Status:** Married. **Car Owner:** Yes **Criminal Record**: DBS Clearance required

**Interest:** Computing, football, music, fitness. **Availability: 1 weeks notice**

I am an intelligent individual who can grasp new or existing technologies to meet needs of the role. I love to fault find & find resolutions, to understand problems and then diagnose to provide a solution. I love to learn & be part of new evolving technologies.

## Firewall – Install / Config / Support / VPN’s

Sonicwall Security Architecture – firewalls/networking/components **15 Years**

Checkpoint Firewall / Watchguard Firewall / Cisco PIX Firewall **3 Years**

NCR ATM Knowledge **1 Years**

Cisco/HP Aruba/Netgear Switches **3 Years**

Cisco ASA **3 Years**

Fortigate/Fortiweb  **6 Months**

### Networking

Client / Server (Compaq - HP, Dell, etc) – Acer etc **17 Years**

Design/Build/Implement Core Networks from Ground Up  **17 Years**

Cabling (Cat 5/Cat 6, Patch Panels, Wall Ports, Switches)  **12 Years** Cabling (Switches, Hubs, ISDN config, Patching, Punching – VOIP) **12 Years**

Fibre Optics **1 Years**

#### Network Components 22 Years

Routers (OpenRoute), (Proteon) Shiva, Cisco/D-Link/Netgear  **10 Years**

### Printers & Repairs (HP, Epson, Lexmark, Brother, Samsung, Canon). 17 Years

Seagate & Veritas Backup / Acronis **17 Years**

### MS Visio 2000/2003/2007 (Design Tool for Offices / Networks) 17 Years

Wireless Networking **-** IEEE 802.11 A/B/G -Access Points/Bridge **17 Years**

**Virtual Technologies**

VMware / Hyper V  **3 Years**

Clustering/load balance/failover/replication **/** migration

Cisco UCS **6 months**

## Network Storage

Nimble **1 Years**

Netgear **10 Years**

Bufallo **5 Years**

Equalogic **5 Years**

Netapp Knowledge

## Server Build & Installations

Windows & SBS Server 2000/SBS 2003/2008/2011/2012/2016 **17 Years**

MS Windows NT Server v4 / 2000 **7 Years**

MS Exchange Server Version Builds 5.5/2003/2010/2013 **7 Years**

MS Citrix / Winframe  **5 Years**

MS Terminal Server & Metaframe 1.8 / XP **5 Years**

## Client / Server Support

SBS 2003 / SBS 2008 / SBS 2011 **12 years**

Microsoft Windows Server NT/2003/2008/2012/2016 **17 years**

Microsoft Exchange 2000 / 2003 / 2007 / 2010 / 2013 **10 Years**

Active Directory/DNS/DCHP  **10 Years**

Microsoft 3.51/ 95 / 98 /XP Pro/Ms Vista/win 7/win 8/Win 10 **22 Years**

Microsoft Windows NT Workstation Version 4 **7 Years**

Microsoft Windows for Workgroups (Wfwg 3.11) **3 Years**

Microsoft DOS  **17 Years**

Novell Netware Version 4.11 **2 Years**

## Email Security

Proof Point **3 Months**

Sonicwall 1**0 Years**

Mimecast **2 Years**

Sophos **2 Years**

Symantec/Mcafee **5 Years**

Mimesweeper **5 Years**

Mecur Mail Server **5 Years**

## Monitoring Software

Cacti **1 Years**

Whatsup Gold **5 Years**

PRTG monitor **2 Years**

Service Now **5 Years**

## Web – Internet

Internet Information Server **12 Years**

MS Proxies **5 Years**

## Cloud Computing / Online Backup, Hosted Exchange on the Cloud / 3 Years

## Virtual PBX / Sharepoint on the Cloud / Office 365 / Azure

**Enterprise Backup**

Seagate **5 Years**

Veritas **5 Years**

Symantec **3 Years**

Acronis **12 Years**

Veeam **6 Months**

**Endpoint Security**

Sonicwall/Symantec/Mcafee/Sonicwall/Vipre/ESET **12 Years**

### DB & PC Support

MS Office 97/2000/XP/2003/2007/2010/2013 **12 Years**

Progress 8.3b up to 9.1d installations  **2 Years**

MS SQL**/**MySQL Server SQL / installations & config  **3 Years**

Faxmaker & Zetafax installs inc Text Api function **5 Years**

Sage Accounts **5 Years**

PC Hardware & Components & Repairs  **22 Years**

## Telephony/Connectivity

Lucent Index / ADSL / SDSL / Microwave / Les 10-5/Fibre  **5 Years**

SHDS Connect 100 / EAD Circuits **/** NEC 100mbps **10 Years**

Cisco Phone Manager **3 Years**

IP Telephony & Cloud PBX **3 Years**

Skype for Business **3 Years**

# Cisco Collaboration knowledge

# Employment

20192019 Hellermanntyton UK (parent company – Delphi usa – Aptiv usa)

Mar Sept 3rd Line Network Engineer

**Role & Responsibilities:**

Working with a range of technologies from cloud – office 365 to Global VPN setup to Microsoft Technologies, Cisco & Dell. To Install & configure servers in two virtual environments, VMWare & Hyper-V, migrating from VMWare to Hyper-V environment. 200+ servers in estate.

**Skills**

* Service Desk
* Microsoft Windows Servers
* Exchange / Office 365
* Network Installations & Server Support
* Network Switch Configuration
* Layer 2 & Layer 3 switch management
* Global VPN Tunnels - ipsec
* VMware
* Hyper-V
* SAN Storage – Dell, Netgear, Equalogic
* Networking – Global WAN & VPN – Ethernet Circuits
* Event Monitoring
* Cisco Miraki
* Telephony – VOIP
* Ownership & Resolution of tickets
* Excellent Time management skills, SLA
* ITIL
* Technical Documentation
* Working with 3rd party suppliers
* Team Work & Good Communication Skills

# Employment

20182019 **Cohens Group / NHS Pharmaceutical**

Dec Jan Helpdesk Supervisor / Networking

**Role & Responsibilities:**

Helpdesk Supervisor / Network Engineer to work within the helpdesk and provide a range of 2nd to 3rd line support to 2000+ users across the UK.

Working a range of technologies along with mentoring other members on the helpdesk and undertaking industry-leading projects.

**Skills**

* Service Desk
* Windows Server / Exchange / Office 365 / Helpdesk / Service Desk / VMware / Cisco
* Network Installations & Server Support
* Network Switch Configuration
* Layer 3 – Cisco Switches & ASA 5506
* UK VPN Tunnels
* Supervise roll out to branches
* Management of Helpdesk & Team
* VMware
* Windows Server 2016
* Mimecast - Exchange
* Networking – WAN
* Cacti Monitoring
* Cisco Miraki
* Telephony – VOIP
* Ability to multi-task and prioritise workload
* Delegating tickets to the right teams (IT Support, Field Engineers, Development Team)
* Excellent Time management skills, SLA
* ITIL
* Technical Documentation
* Working with 3rd party supplier Emis Health to support chemist dispensing and epos software.

# Employment

20182018 **NCO Europe (parent company – Alorica usa)**

July Nov Network Analyst

**Role & Responsibilities:**

To maintain and support global networks, configure disaster recovery sites. Maintain firewall and switches and support system administrator and service desk (IT Team) for day to day, business as usual running of global network infrastructure. Assist in upgrades and fault find for interconnected global networks via bridge (global communications bridge with team leaders and engineers). Customers include: **Asda**, **Amex** (American Express), **Pitney Bowes**, **Arrow**, **Dell** **Corporation**, **Costco**, **Avant**, **AT&T**

**Skills**

* Service Desk
* Network Installations & Support
* Network Switch Configuration
* Layer 2 / Layer 3 - HP/Cisco switches
* Routing & Switching
* Routing Protocols
* MPLS
* Vlans Configuration & Support
* Cisco / Fortinet / Fortiweb firewalls
* Global VPN configuration & support
* Cisco Miraki
* VMWare
* Whatsup Gold
* Nimble (SAN)
* VOIP/Voice
* Mimecast – Exchange – MS Servers
* ITIL
* 2FA Authentication

# Employment

2006 2018 **3Net Office Solutions Ltd**

May July 3rd Line Network Security Engineer

**Role & Responsibilities**

To Design & Support customer networks, To implement sonicwall security & windows network solutions, on occasions to do network penetration testing to check if a security is working on the given network. To do network support on customer sites i.e. Fault Diagnosis, domain administration of firewalls/network (lans-wans-vpns), windows servers & exchange, manage users, printers, testing, audits, backup, On-site - Remote support, also to have a good relationship with customer base. Working in a team or as an individual.

**Skills**

* 3rd Line Network Security Engineer
* Network Design / Server Installations / Server Support
* Service Desks
* 1st to 3rd Line Server & Desktop Hardware Support
* Office 365
* Firewalls & VPN
* Cisco/Sonicwall/Checkpoint
* Routing & Switching
* Enterprise Backups & Validation Policies
* (SAN) Netgear /Buffalo/Equalogic
* IP Telephony & VOIP
* Cloud PBX
* ITIL
* Team working
* Good Communication Skills

# Employment

2004 2006 **Joe Egan Solicitors**

Feb Jan IT Manager/3rd Line Network Engineer

**Role & Responsibilities**

To manage the IT Budget and Design a New network. Once design was completed, I installed and tested the new network then migrated from a Novell to a Microsoft Network using a Sonicwall Firewall to Secure from the Web Perimeter. Joe Egan network uses a 2 layer Defence using internally client/server application security firewall. Simple and effective depending on the security model that was required and IT Spend. They also use Exchange Server 2016 – OWA – Office 365 active directory. Microsoft Sharepoint & One Drive. Acronis backup, local encrypted backups as well as cloud backups.

**Skills**

* Design and Install 100 BaseT Network
* 1st to 3rd Line H/W, S/W and Network Support.
* Install Domain Controllers/ Exchange Servers / File Servers
* Manage and Administer the Networks
* Support Users with day to day tasks
* Office 365
* Cisco Switches
* VPN & Site to Site Connections – ethernet circuits
* SAN Netgear / Equalogic

Acronis Backup

* Implement and ensure company IT policies are being adhered to
* Research new evolving technology
* Test security of the Network
* Manage IT Budget
* Good Communication skills.

**Employment**

2000 2004 **CAL Software Limited**

Feb Jan 3rd Line Network Engineer

**Skills**

* Service Desk
* 3rd Line H/W, S/W and Network Support (Internal or for External Customers).
* Networks, Isdn, Adsl, Routers, NT/Win2k/SBS Servers, Workstations, Winframe & Metaframe, Nfuse.
* Network Installation –10 Base T or 100 Base T.
* Team-working & Communication skills.

**Role & Responsibilities**

To implement network infrastructure & security within the internal network, maintaining policies set out by the company or myself that ensure Quality of Service to CAL Software and all external customers (networks). My experience is from 1st line helpdesk to 3rd line network support.

As a network engineer my role entails:

* There are around 30-5 Servers at CAL, that need administering and updating when required, 100 workstations and around 60 external customers ranging from **General Accidents** (insurance) to **Your Move** (estate agency) and **Stobarts Haulage**, also not forgetting the Agricultural Industry.
* Installation & Configuration of NT / 2000 Servers / Exchange (e-mail) / MS proxy (web access) IIS (web hosting) / Firewall 1 (network security) / F-Secure & Mimesweeper (anti-virus solution).
* Installation & Configuration of Citrix, Metaframe XP, connection over Point to Point (isdn) and over the Web. I have also installed and configured OWA - outlook web access.
* To configure routers for CAL (internal) and customers that require support, who have agreed to SLA’s. Routers in use: Openroute GT70, Shiva Accessport, Cisco 1600 – 1603 R & D-Link.
* Network Hardware: I have extensive knowledge in this area, from design and implementation using MS Visio. I have configured CAL network with Routers, Patch Panels, Auto- Sensing Switches, Hubs, ISDN and Software Firewall. We have a de-militarised zone (DMZ) for our web, e-mail scanning, firewall, DNS servers using Network Address Translation (NAT). The LAN is 10/100 mbps and clients set to auto-switching due to some network running on 100 mbps.
* Server Hardware consists of: Compaq proliant(s), Dell poweredge, Raid Controller cards and Scsi cards. A fail over solution using Raid 1 and Teaming of Network Cards.
* Progress is used for Database Solution internally and all customers are provided with this solution.
* Client computers consists of win2000 to Win XP, recently upgraded clients hardware and OS from Winnt 4. Customers PC’s consists of Win 95 using Citrix Client, Winnt 4 and above.
* Administer Lucent Index phone System, adding new users or making amendments when user move to a new desk.
* House keeping duties i.e. administer all Servers, Backup procedures (Veritas), Service Pack servers and Clients as required by Microsoft or any other 3rd party software.
* Test Security of Network via Tools from the Web etc.

**Employment**

**1999 1999 SkillNet IT People**

June Dec Installation Engineer 6 months Contract

**Skills**

* Installations of Servers / Workstations & Applications.
* Configure the Network
* Configure Lan’s & Wan’s
* Working in Conjunction with **GE Capital**.
* To update technology for all **Rover & Landrover** Site’s in the **UK & Eire**

## Training/Certification

Current on-going training (cybrary)

Microsoft Azure – cybrary current

AWS Certified Solutions Architect Associate – cybrary current

ComptTIA CASP+ - cybrary current

CISA – cybrary current

CCNA – cybrary current

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AMEX Training 2018

GRL EET1 2018 Anti-Corruption Training (ACT)  
GRL EET1 2018 Information Security  
GRL EET2 2018 Sanctions  
GRL EET1 2018 Privacy  
GRL T2MKT 2018 Global Anti-Corruption

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Sonicwall Firewall & Enterprise Backup Solution Training

**Company**: Sonicwall. Stoke 2006

Completed MCSE 2003 Training

Self-Study CCNA

Completed Certified Ethical Hacking Training

**Company:**  Karrox Technologies Ltd. Thane, India. 2005.

Completed MCSE 2000 Training.

**Company:**  Connectivity. Manchester. 2002

Completed MCSE NT4 Training.

**Company:** Systems Technology Training International, Woking, Surrey. 1998

###### Enthusiasm

To learn and experience new technological advances that have been or will be made.

#### Education

1995 1997 Bolton Institute of Higher Education.

Sept June STUDENT: Higher National Diploma

Business Information Technology

1994 1995 Bolton Metropolitan College, Evening classes.

Dec Jan CERTIFICATE: Computer Confidence

1990 1991 Bolton Metropolitan College.

Sept June GNVQ: Information Technology

1984 1989 Sharples School, Bolton.

Sept June GCSEs: 7 Gcse’s including -

Maths, English & Information Technology

## Other Courses Attended 1998

Bolton Institute of Higher Education

* Computer Networks Practice
* NetWare 4.1.1 Server Installation & Administration
* PC Fault Diagnosis & Testing
* Upgrading the PC

**Referees :** Available on Request..