**Christopher McDonald**

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Personal statement

I am a hardworking, enthusiastic individual who is able and willing to learn new skills to be successful in any new role, this also includes me going the extra mile for my employer when needed.  
Due to my skill set and capabilities, I can adapt to different roles within a work environment and I am quick at learning and picking up things when taught. My natural curiosity enables me to find ways to use technology to solve challenges.  
I am friendly and approachable, therefore able to work well within in a team, but I also have the ability to work alone when it is required.  
My helpful nature will go a long way to assisting others when necessary. I have a passion for IT, especially networking and service provider roles, this is my career goal.

Work Experience

NOC Engineer, Zen Internet

*12/2018 - Present*

In this role, I have a rotating shift pattern, working weekdays, weekends and nights.

To be successful in this role, we have to cover a wide range of responsibilities, these include, but are not limited to; fault finding and resolution, provisioning/migration of circuits on the network, monitoring network graphs for trends.

Within the role as a NOC Engineer, I have used a multitude of technologies and protocols, some of these are listed below:

* Huawei
* Cisco
* Redback
* Juniper
* Fortigate
* BGP
* OSPF
* DNS/rDNS
* Ethernet/Leased Lines
* DSL
* FTTC

24x7 Service Assurance Engineer, Talk Talk

09/2017 – 12/2018

Responsibilities

In this role, I work alternating 12 hr shift patterns, including days and nights.  
I work with all different types of technologies, including Ethernet, ADSL, VDSL, VoIP and MPLS.

This role has allowed to gain knowledge in all areas of telecommunications, this includes, but is not limited to, learning about how the core network of an ISP works and how a network is designed to allow for resiliency to major customers/companies throughout the UK.  
  
I work in team who problem solve on a daily basis, for customers, including residential. This includes a ticketing system and service requests to take care of incidents that arise, within the timescale agreed.

This job involves working with 3rd party service providers, resolving problems again in accordance with set SLA’s

Currently studying for CCNA.

Technical Competencies

* MPLS
* Ethernet
* xDSL
* Cisco Routing/Switching
* Firewall (Fortinet/ASA)
* Routing Protocols (BGP,OSPF)
* Monitoring Tools
* Radius
* TACACS
* Netflow/ SNMP

**Behavioural Competencies**

* Self-starter – can work both independently and within a team
* Excellent customer service skills
* Willingness to continually improve
* Outstanding communication skills, written and verbal
* Logical mind
* Passionate about technology and how it can used to improve businesses
* Flexible
* Knowledgeable in the field

2nd Line Technical Support Analyst , ANS Group  
06/2016 - 09/2017  
Responsibilities & Achievements  
This was my first full time job and I was took on as a 2nd line technical analyst apprentice, however I was then elevated to a role of 2nd Line support analyst.   
Taken on for a level 3 apprenticeship, but due to already passing a level 3 in college, I was quickly put straight on to the desk within the 2nd line networks team, where I was dealing with customers and resolving networking based issues with Cisco, Fortinet and HP equipment.  
This company was a managed service provider and caters to 500+ customers, so I have experience dealing with a wide range of customers and expertise levels. I have also dealt with ISP and vendors, some of these being Vodafone, Virgin, BT, Level 3, Vodafone and Cisco, to name only a few.  
I also had minor involvement with NetApp, VMWare and Microsoft, my knowledge of these, maybe limited, but building, due to my sole focus being around networking.  
I was also tasked with helping out other members of the team, to increase knowledge of how the network operated.

Weekend Team Member, Greggs Plc  
10/2014 - 11/2016  
Responsibilities & Achievements  
I acquired this job in the October of 2014 at the age of 16 years old and was there for 2 years, this also involved me working in 2 roles at 2 separate companies, at the same time.  
My role within this company is a weekend team member contracted to a minimum of 4 hours a week, however I usually worked about 10 hours a weekend, with an occasional shift through the week.  
Within Greggs, my job was to give customers a good service and providing them goods they have paid for.  
I have been trained in; health and safety, money handling, and the use of hot and dangerous appliances.

Qualifications

Middleton Technology School

2009 - 2014

GCSEs:

● Maths - A  
● English Literature - B  
● English - B  
● Biology - B  
● Physics - A  
● Chemistry - B  
● Information Technology - A  
● Business Studies - B  
● History - A

EDEXCEL

2009 - 2014

BTEC Engineering *(A\*)*

Oldham College - Pearson  
2014 - 2016  
BTEC Level 3 IT Hardware and Networking *(DMM)*