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| Ian hutchinsonihutch2o@gmail.com07841 294387  |  | | --- | | Introduction An IP network engineer with over 10 years of experience with a leading mobile telecommunication and internet service provider.  Effective and efficient problem solver.  Ability to work under own initiative and prioritise own workload.  Effective and dependable project team member.  Mitel Telepo trained  F5 Big IP  Configuring BIG-IP v11 on VIPRION  Administering BIG-IP v11  Currently working towards CCNA with ICND1 & ICND2 | | Skills Experienced ISP Network Engineer in  Copper (LLU, IPStream), ethernet and fibre networks.  Other Experience  Mobile telecommunication network experience.  Second line support out of hours.  Experience of managing, supporting and communicating with 3rd party vendors.  SLA fault resolution target objectives.  OTHER EMPLOYMENT  Roles prior to 2004;  **Edmund Bell**  Stock Analysist   2004-2004  **Cumbria Probation Service**  Project worker  2003 - 2004 | | |  | | --- | | ExperienceSelf-EmployedAgricultural & domestic land managementJanuary 2018 – Present  * Land maintenance. * Livestock husbandry * Beekeeping  Telefonica UK (O2)IP Network EngineerMay 2013 – Jan 2018  * **Network monitoring,** proactive network performance analysis for enterprise and core networks. * **Second-line support,** troubleshooting and resolution of escalated individual customer faults (large corporate and SME customers) through Linux command line server access. * **Major Fault resolution** investigation and triage of high priority network faults including key contact point for NOC, third party vendor and first-line support for P1 and P2 issues. Including out of hours * **Project Analyst,** worked on a number of key projects helping define solutions for new initiatives within the company including main cross-site fault logging system introduction, solutions for government initiative requirements and new technologies for corporate customer telephony requirements. Merging exchange-based enterprise network to core data centre network.  Telefonica UK (O2)2nd Line broadband EngineerNov 2007 - May 2013  * **Key resource for implementation and support of enterprise and core network technologies,** one of four team members selected to ensure the transition from LLU IPStream exchange based network technologies to fibre and data centre structured core and enterprise MPLS/OSPF/BGP networks. * **2nd line support, p**roviding second-line support to customer service whilst working with network architects and third-party vendors to provide a high level of customer service across both LLU and IPStream networks. Taking ownership of P1 and P2 network issues out of hours. Resolving faults through command line input on Alcatel ISAM/DSLAM and Cisco edge router nodes. * **Subject matter expert,** design and delivery of ongoing training across multiple sites to ensure our customer facing agents had a thorough understanding of the technologies involved to provide industry award-winning customer service. Identified several issues causing multiple site issues across the whole customer base. * **Proactive monitoring,** analyzing network performance in order to prevent any loss of service throughout nationwide LLU IPstream network. Identified network issues with financial implications and involved in solution implementation.  O2Data Support analyst Oct 2005 – Nov 2007   * **Customer support,** enabling customers to use their mobile device for data services i.e mobile modem, MMS and email services across the 3G network. * **Secondment,** extended period spent with the internal intranet design team followed by selection to redesign multiple knowledge base sites into one point of access. * **Key resource to implement O2 Broadband,** one of four selected across whole network support base to learn and understand ADSL/ADSL2+ technology and the associated network support applications to successfully deliver the O2 Broadband service support.  o2Network Support Nov 2004 - Oct 2005 **Secondment,** successful period working with Data Support over a set period of 3 months leading to permanent position on performance.**Customer support,** communicating with customers reporting mobile network issues.**Incident management**,taking ownership of reportedissues either through direct contact with customers or case management system. |  EDUCATION St Mary’s, Menston: September 1992 – July 1995 10 GCSE’s.  S104 – Exploring Science – Open University – Pass (60 credits) |