**Personal Information**

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**Profile**

Cisco and Meraki certified network engineer with Security Clearance. Good team player and communicator; exceptional attention to detail; proactive; good work ethic; accommodating, reliable. Often receive positive feedback from customers and colleagues alike. Previous roles include Branch Manager of an IT brokerage and IT Manager of an internet cafe. Graduate of UCL, prestigious university consistently ranked highly amongst world’s top universities; postgraduate experience; awarded an Entrance Exhibition Scholarship for Excellence to Woodhouse Grove School.

**Skills & Accreditations**

Cisco CCNA 2013

Cisco CCNA Security 2016

CNSS 4011 Recognition 2016

Security Clearance 2016

Royal Households Clearance 2016

Meraki CMNO 2018

Cisco CCNP Switch: 2019

Aruba Switching Fundamentals for Mobility (ASF): 2019

Cisco CCNP Route: Scheduled December 2019

LAN, WAN, Firewalls (ASA / Checkpoint), VPN’s; experience with multiple vendors' networking platforms including Meraki, Huawei, Juniper, HP, Avaya Nortel, Extreme

WiFi training/experience: Cisco, Meraki, Aruba, Ubiquiti, Aerohive

Excellent knowledge and skills in broadband / ADSL

Completed college courses in Cisco CCNP Route and CCNP Switch (evening classes after work)

**Work Experience**

Daisy Group Ltd 2015 – Current

Birstall, West Yorkshire

Position: **Network Support Engineer Tier 2 (Enterprise))**

Responsibilities:

* Key member of 2nd line support team;
* Awarded Daisy Award for “going "well above and beyond to ensure that a customer solution was delivered out of hours";
* Excellent understanding of troubleshooting routing and switching issues in a managed hosting environment;
* Regularly step up to proactively manage team and ticket queue in absence of management;
* Attend bridge calls with peers, projects, higher management, customers and third parties;
* Good rapport with customers;
* Training and mentoring of new starters;
* Work to CCNP level, conforming to ITIL standards;
* Fulfil/resolve customer networking requests/incidents;
* Provide 2nd line support to manage/maintain broad range of customer networks;
* Implement changes on routers/switches/firewalls/WLC’s,
* Liaise with customers directly to resolve issues or implement requests.

N.M. Kotia Ltd  *2011 – 2015*

Roseville Road, Leeds

Position: **Manager**

Responsibilities:

Maintaining office computers and telecoms system; maintaining small network, keeping software up to date, installing new software, involved in most aspects of family business: management, buying, selling, *etc*.

Computer Corner (UK) Ltd *2009 - 2011*

Roundhay Road, Leeds

Position: **Network Manager**

Responsibilities:

Manage internet café; network maintenance; PC and laptop repairs; technical support; OS installation; password recovery; malware removal; training staff; sales

N.M. Kotia Ltd *2002 – 2009*

Roseville Road, Leeds

Position: **Manager**

I.T. Source International Ltd *2001 - 2002*

Roseville Road, Leeds

Position: **Branch Manager**

Responsibilities:

Overseeing smooth running of IT brokerage (wholesale and retail); dealing with customers and suppliers; administration; recruiting, training and managing staff in PC assembly, upgrade, repair; network installation; installation, upgrade and repair of OS’s and software *etc.*.

**Education**

Network Academy *April – September 2018*

Leeds City College, Cookridge Street, Leeds

**CCNP Switch- Evening classes**

Network Academy *September 2017 - April 2018*

Leeds City College, Cookridge Street, Leeds

**CCNP Route- Evening classes**

Global Knowledge *June 2015*

London

**Cisco IINS v3**

Network Academy 2012 *– 2013*

Leeds City College, Cookridge Street, Leeds

**CCNA Exploration 1,2,3 & 4**

University College London *1999 – 2000*

Gower Street, London

**M.Sc. in Molecular Medicine**

University of Manchester Institute of Science and Technology *1995 – 1997*

Sackville Street, Manchester

**M.Sc. in Bioreactor Systems**

University College London *1992 – 1995*

Gower Street, London

**B.Sc. (Hons.) in Biotechnology**

Leeds College of Technology *1990 – 1992*

Cookridge Street, Leeds

Woodhouse Grove School *1985 – 1990*

Apperley Bridge, Rawdon, West Yorkshire

Moorlands Preparatoy School *1981 – 1985*

Foxhill Crescent, Leeds

**Interests and Activities**

I had the privilege of representing my school’s 1st XV rugby team, and won the Yorkshire Cup whilst playing club rugby for West Park Bramhope. At UCL I joined the Tiger-Crane Combination Kung Fu Society, where I achieved third place in a UK tournament. In my spare time I enjoy keeping abreast of current trends in IT, as well as sciences such as biotechnology, physics and astronomy. I enjoy reading, watching movies and online gaming, and when I can, horse riding and swimming.