**Dhillon Chhabra**

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**Professional Summary**

An extremely industrious professional with exceptional leadership qualities to complete projects, as well as possessing a blend of technical aptitude and communication skills to provide effective solutions. Possessing an enthusiasm to always learn and develop, ensuring business and personal progress. In-depth knowledge of IP protocols, routers, switches and firewalls with an avid interest in network security.

**Technical Skills**

* Strong knowledge of network fundamentals including TCP/IP, NAT, VoIP and QoS
* Extensive experience with network security features such as VPN, UTM and IPsec
* Deployed various pieces of network equipment including Routers, Switches and Next Gen Firewalls
* Configured various involving OSPF, VRRP, RIP, SMTP etc.
* Experience in WAN and LAN technologies, including MPLS and VLANs
* Infrastructure services: DHCP, DNS, Active Directory, Windows server (2008-2016)
* Working knowledge of ADSL, FTTC, Leased Lines etc.

**Employment**

**Talk Straight Schools Broadband –**

**Customer Technical Manager** (Jul 19 - Present)

**Lead Engineer** (March 19 - Jul 19)

**CTS 2nd line Engineer** (Apr 18 – March 19)

* Promoted twice due to outstanding work ethic, leadership qualities and ambition
* Successfully delivered project to lead the team through a period of operational change and position the business for growth
* Designed various network solutions based on customer requirements
* Assisted the sales team by advising on product solutions and customer needs
* Demonstrated problem solving ability by having highest ticket resolve rate in the team
* Gained diverse knowledge via working for an ISO 27001 accredited MSP
* Displayed drive to become first in team to achieve Fortinet NSE 4 qualification and pass Cisco CCENT outside of work
* Trained other members of the team on new products and complex technical issues
* Proactive approach to spot trends and improve first time fix rate
* Consistently conducted 2nd and 3rd line support and dealt with high level escalations from sales teams and customers
* Designed and implemented new technical support workflow to improve team efficiency achieving 20% increase in support cases resolved
* Built and maintained excellent rapport with colleagues and customers to achieve best customer satisfaction score in the team
* Prepared relevant documentation for procedures and technical guides

**Wastecare Ltd. – Site Chemist** (Jan 18 – Apr 18)

* Effectively supervised and managed a site team
* Efficiently prioritised own and other team members workloads
* Independently led entire site as highest ranking technical expert on multiple occasions

**Ecolab Healthcare Ltd. – Quality Control Analyst** (Sep 17 – Jan 18)

* Delivered on tight deadlines to meet commercial requirements
* Effectively communicating technical knowledge to other sides of the business
* Maintained sites accolade of best in Europe by using high levels of organisational skill to manage workload
* Detected and documented trends and anomalies in large amounts of analytical data

**Professional Qualifications**

* Fortinet NSE 4
* CCENT (Currently studying for CCNA/ICND2)
* CMI Level 3 in First Line Management

**Education**



**The University of Manchester** (Sept 13 – June 17)

MChem Chemistry with Industrial Experience (Hons) **2.1**

* Excellent academic performance in quantitative chemistry (76%) and computational chemistry (78%) modules
* Undertook independent computational research project, effectively demonstrating ability to proactively examine and test own work for arising issues and improvements
* Taught basics of coding for research project and further honed skills in computational module utilising MATLAB
* Exhibited exceptional communication skills in technical presentations e.g. viva and group projects
* Communicated complex technical ideas to a wide range of audiences

**Ilford County High School** (Sept 06 – Jun 13)

A-Levels:

History – **A** Chemistry – **B** Biology – **B**

11 GCSEs:

Chemistry – A, Biology – A, Physics – A, Maths – A, English literature – A, English Language – A, History – A, French – B, Information Technology – B, Business studies and Economics – A, Religious Studies – A

**Hobbies and interests**

**DJ/Producing music**

* Self-taught how to DJ and produce music
* Successfully run and organise club nights
* Networked and made connections with a variety of people in the industry

**References**

Available on request