

1 <sup>ST</sup> /2 <sup>ND</sup> LINE SKILLS		Level
• O/S,	Apple O/S, IOS, Windows 2k, XP, Vista, Windows 7, 8 , Mac osx, Linux – Ubuntu 11.04, Ubuntu Server 64bit, Debian, Mandriva, Suse	5+ years
• O/S BUILD	Ghost 8 – imaging & deploying, nlite/vlite, WAIK, Vmware, Virtualbox,	2 years
• MICROSOFT/ APPLICATIONS	MS Office 2000,XP,2003,2007 Support – word, excel, powerpoint, access, project, visio, onenote, Outlook 2003/2007, Lotus Notes 6.5, Active Directory	5 years
• NETWORKING	LAN/WAN troubleshooting, Cisco VPN, Cisco Call Manager, Cisco VOIP Phones (7970) setup. Port Patching, DSL WIC Card configuration, NAT config, Access list config, IOS, Telnet, Teraterm, Switch/ Router firmware upgrade (3750G, 2950, 1700), Port Forwarding on fortinet firewall.	2 years
• PROGRAMMING	Bash command line, bash scripting, batch scripting,	1 year
• ITIL	Incident and problem management experience	1 year
• SECURITY	Sonicwall Firewall, Fortinet firewall, Protocols, IP Tables, Group Policies, Cryptography, Encryption,	1 year
• COMMUNICATIONS	-Blackberry: BES Server 4.1.2.25 and handsets 9000,8800,8700,8300, 9870, 9900, iphones 4  -Wireless dongle setup: Orange,Vodafone (SSID + Authentication & troubleshooting)  -Avaya VOIP office manager configuration, Notel Meridian, Mitel  - Cisco VPN, Cisco Call Manager, 7970 VOIP Phone setup	5 years
• REMOTE	XServer, VNC Client,Dameware,,Labtech, RDC,	1 – 5 years
• DATABASES	my sql, Oracle Database, Interwoven, imanage 7.6, Documentum	1 year
• TICKETING SYSTEM	ConnectWise, LANDesk, Assyst, Open View, Remedy, Touchpaper, Heat, Richmond, HP Open view service desk (OVSD). All used alongside SLA's and ITIL	1-3 years
• A/V	Video Conference setup, WEB EX, Polycom, Tandemberg	Good
• SPECIALIST APPLICATIONS	(Legal) Interaction, Laserforms, Elite, Carpe Diem, Digital Dictation, Deltaview 4.5, DBAdmin, Workshare,(NHS) PAS, PACS, EPR admin and support,(Finance) SQL DB front end to backend config	Good
SERVER OPERATING ENVIRONMENT		Level
• SERVER	Server 2003 & 2008(AD, Terminal Server, Citrix, Exchange, Group Policy), Apache, Ubuntu Server 64bit	1-3 years
• SERVER SETUP	Server 2003 & 2008 Domain Controller setup,	1 year
• VIRTUALISATION	Virtualization: VMWARE, Virtualbox, Virtual Sphere	2 years
• STORAGE	Symantec Backup Exec(GLN & WH) , Enterprise Vault, RAID, NAS configuration, ShadowProtect,	2 years
NETWORKING ENVIRONMENT		Level
• CERTS	CCNA (Cisco Certified Network Associate)	passed
• CONFIG	Basic administration and maintenance of Cisco Switches (2960 & 800, 1800, 2600, 2800) and HP Procurve 2650 Switch, Cisco Routers 1700series, VLANs, NAT, Access Lists (port numbers), Router & Switch IOS upgrades via TFTP s	1 year
• TOPOLOGIES	LAN/WAN & Wireless Networking troubleshooting	Good
CERTIFICATES		
<ul style="list-style-type: none"> <li>CCNA – Cisco Certified Networking associate – 360 GSP College (03/2010)</li> <li>PRINCE 2 (2014)</li> <li>Completed Linux Network and System Administration at City University (04/2011)</li> </ul>		