

# Keith Erskine

Cushinstown  
Ballinaboola  
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## Objective

To maintain my participation in the IT Industry and further advance my knowledge in new system technology

## Career Ireland

**2006-2017**

**Nokia**

**Dublin**

### Customer Technical Support Engineer

For the past 11 years I have been working for Nokia (Originally Alcatel-Lucent) providing remote technical support for various UK and Irish companies who have purchased Nokia products. Initially this was on Intelligent Networking systems used by Mobile phone companies, primarily with O2 and BT, and latterly providing OSS Support for Network Rail and Highways England.

Predominantly I have been providing Administrative support for Solaris 10 – 11 Operating Systems with some support for Windows, HP and Linux.

### Responsibility

- Supports end-end support, coordination and control of assigned Trouble Tickets
- Rotation in hotline support 24\*7 (on call duty)
- Analysis of repeated faults and corrective action to resolve permanently
- Manage customer escalation and resolution within SLA
- Provide support and coordination with subcontractors and 3rd parties to resolve faults
- Installation of patches and software updates
- Fault troubleshooting
- Disk management using SVM, zpool, sccli, sscs, CAM, HP etc..
- Weblogic administration in a VCS environment
- L2 Genesys support

**Kromberg & Schubert**

**Waterford**

### IT Administrator

I was solely responsible for all local systems/Network Administration in the Waterford facility. These systems included:

- Database and Applications Servers (UNIX Solaris)
- Windows Servers
- Linux Servers

As well as providing administration support on these systems, I was also required to produce reports and build schedules using SQL (Sybase).

**FAS, IDA Estate**

**Waterford**

### Technical Support

- Set-up and Support of Multimedia Centres in the Southeast region
- Install, configure and maintain Windows NT4 domains
- Building LAN's (TCP/IP)
- Train centre personnel on local administration of Courseware
- Administration of Courseware

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## Career UK +

### **Forecourt Engineering** Field Service Engineer

**Farnborough, UK**

- Installation and Support Fuel Pumps and Control Systems

### **Anaren Microwave Ltd** Test Technician

**Farnborough, UK**

- Test and Repair Radar Detection Systems

### **Dallah-Avgo/Gena** Ground Radar Technician

**Saudi Arabia**

- Support Saudi Arabian Service personnel to maintain Air Defence Radar

### **Royal Air Force** Ground Radar Technician

- Maintain Air Defence and Satellite Communication Systems

## Qualifications

### **FAS, Waterford** City & Guilds

Diploma Programming  
Data Processing & Information Systems

### City & Guilds Certificate

Computers & Computing  
Data Processing  
Program Design  
Visual Basics and 'C'

### **Apprenticeship, No.1 Radio School, RAF Locking**

Certificate of Apprenticeship  
City & Guilds Certificate

Ground Radar Technician  
Telecommunications Technician  
Radio Line Transmission

### **Courses**

Solaris 10 Administration parts 1 & 2  
Genesys Framework Management and Reporting

## Referees

Will be provided on Request

## Misc.

Hobbies – Golf and Photography

I hold full Irish driving License