**CURRICULUM VITAE OF L.N TYOPO**

**Personal Details:**

Name : Lithakazi Nolita Tyopo

E-mail Address : [litha.tyopo@gmail.com](mailto:litha.tyopo@gmail.com)

Contact Number : 073 139 1296

Address : Lonehill, Johannesburg

**Employment History:**

**Company : Nexio (formerly Stortech)**

**Duration : June 2017 – Present**

**Job Title : Senior Cisco Voice Specialist**

**Responsibilities :** Nexio is a systems integrator company. I work on projects and operations.

**Projects I have implemented include:**

**1. Voice, Video Conferencing and Collaboration Edge on UC version 11.5 using BE6k**. Compiled User Acceptance Test Document and gave Admin Training to the IT Resources at the client’s site, to understand the implemented Solution and can perform basic troubleshooting. Compiled As-Built Document after completion of the project

- Voice: CUCM, CUC, IMP, CUAC Standard, Voice Gateways with SIP Trunks to Vodacom SIP VoIP for inbound & outbound PSTN calls, 7841 phones, 8851 phones, Jabber (Windows, Android, Apple iOS)

- Video: virtual Telepresence Server, Telepresence Conductor, TMS (Telepresence Management System), MX 300 Series Video Endpoints

- UC Collaboration Edge: Expressway-C, Expressway-E - used these for the MRA feature

- Certificates: Internal CA for all UC certs required internally

**2. Call Center migration and upgrade from version 7.1 to version 11.5 using customer's existing server farm/VM Environment.** Compiled High Level Design Document, User Acceptance Test Document and gave Admin Training to the IT Resources at the client’s site, to understand the implemented Solution and can perform basic troubleshooting. Compiled As-Built Document after completion of the project.

- CUCM, CUC, CUCCX, Finesse Desktop, CUIC (co-resident w/ UCCX), IMP, CUAC Advanced, Voice Gateways with SIP Trunks to Vodacom SIP VoIP for inbound & outbound PSTN calls, integration w/ Rightfax, integration w/ WebRecall for CC Recording

- Certificates: Internal CA for all UC certs required internally

**3. Transitioning to SIP Trunk for outbound calls only**

- Inbound calls were still getting routed via Telkom's E1

- Implemented CUBE and SIP Trunk to Vodacom SIP VoIP. The client was running CUCM 11.5

**4. Design Change: Transitioning to CUBE SIP Trunking**

- SIP Trunk to Vodacom SIP VoIP were connecting via CUCM. I planned for & configured CUBE, moving the SIP Trunks to CUBE, so flow was CUCM---CUBE---Vodacom SP, from CUCM---Vodacom SP. This was done to improve the customer’s Architecture and resolve some codec-related issues

**5. Upgrade of Cisco Voice Environment from version 11.x to 12.5.** This included Back Office Telephony and Contact Center. I compiled an Upgrade Document and then upgraded CUCM, CUCCX, CUC, IMP to version 12.5; and CUAC to version 12.0. I also migrated the client from Traditional Cisco Licensing to Smart Licensing

**6. Upgrade of Cisco Voice, Video Conferencing and Collaboration Edge Environments from version 11.x to 12.x**. I upgraded CUCM, IMP from version 11.5 to version 12.5. I also upgraded CMS from version 2.1 to version 2.7 and am planning on upgrading it to version 3.x in the coming weeks; I also implemented CMM and TMS with integration into MS Exchange to enable scheduling of VC (CMS) Meetings within Outlook. I upgraded the Expressway-C and Expressway-E pair from version 8.8 to version 12.5

**7. Collaboration Security via IP Telephony for 802.1x**: I performed an implementation of 802.1x for Telephony on Cisco IP Phones and Cisco MX Series VC Endpoints to prevent MAC Address Spoofing at a client’s site. The implementation I deployed was using CUCM 12.5 with Online CAPF, with Phone LSCs and EAP-TLS. The 802.1x integration was implemented using Microsoft CA, CUCM, ISE and Cisco Switches.

**8. Cisco WebEx Edge/Hybrid Cloud**: Implemented WebEx Hybrid Calling and Cloud-based Hybrid Calendar at Nexio for our in-house VC Solution. This enabled calling from WebEx-registered Devices (e.g. our WebEx Board) to the on-prem IPT, including internal extensions and PSTN Calls. I also, with my team implemented Cisco Video Integration for Microsoft Teams at our offices, using WebEx Board, MX800 G2 Series and MX300 G2 Series Endpoints and Microsoft CVI and WebRTC.

**9. Cisco WebEx Video Integration for Microsoft Team Solution and WebEx Edge on Devices**: I compiled a Low-Level Design and As-Built Documentation for this Solution. I provisioned a WebEx Site for the customer and enabled PMR for the licensed users. The Cisco WebEx Video Integration for Microsoft Teams Solution enables users to join Microsoft Teams Meetings from their on-premises registered Cisco MX Series Endpoints using Microsoft CVI, via One Button To Push (OBTP) Join. The MX Series VC Endpoints were configured as Cloud-Aware (WebEx Edge) to use the WebEx Cloud Calendaring functionalities.

**10. Huawei VC:** Worked on a project to deploy Huawei SMC, SC, MCUs and TE Endpoints at a client. I also made recommendations to change the dial plan in order to have more efficient use of the MCUs at the regions – I compiled the Design Document and then implemented that part of the dial plan change on the SMCs and MCUs

**11. Collaboration Edge Design Change Recommendation:** Compiled Design Document (and presented it to the client) to improve Security at the Cisco Collaboration Edge by changing the Collaboration Edge Architecture by placing the Expressway-E on the DMZ to follow Best Practice and Cisco Recommendations on the Solution

**Requests & operations-related work I have worked on include implementation, or troubleshooting and resolution as below:**

- WebEx Board calls failing from internal MX units but successful when called from devices on the internet

- WebEx-registered devices intermittently failing in WebEx Meeting when more than 3 devices on the site are on the call – troubleshooting using WebEx Control Hub, logs from the WebEx devices, Wireshark traces on the switchports

- Issues with CUCM/UCCX not starting up in sites with frequent power failures (causing issues with DB & DB Replications)

- Issues with call routing to PSTN - using PRIs/BRIs and SIP

- Huawei VC and Cisco VC Integration Solution – failed VC calls to a subset of Cisco DX80 devices when conference was initiated from Huawei VC Solution caused by call routing issues between Huawei and Cisco caused by ILS/GDPR problems on the CUCM Clusters

- Integrate CUCM, CMM, CMS, IMP with AD using Secure LDAP

- Installing and managing certificates on all Cisco UC Applications & IP Phones using Microsoft CA

- Physical Devices I've worked on include UCS C-Series, Cisco 4300 Series, 3900 Series, Cisco CMS1000, Cisco Phones including 7800, 8800, 7900 Series and 3905 Phones

- Updating ESXi on BE7k to the latest patch (the servers were on ESXi 5.5 and 6.0, we updated all to SU3 of same). This was on an environment with Multi-Cluster CUCMs and SMEs

- Working on CIMC & vSphere - updating firmware; resolving issues whereby storage/hard drives were showing as missing on vSphere and affecting VMs hosted on the UCS server

- CUCM rebuilds in situations where the 3rd party server/vm environment was unstable and always automatically rebooting all hosted VMs - had to run recovery software to try fix corrupt file systems or do rebuilds where necessary (if they had no VM backups)

- Fixing codec-related issues, e.g one-way voice, poor voice quality, etc.

- Issues that arise on CUCM SIP Trunk integrations with other systems like DataVoice Recording, Rightfax, IP PSTN SP; CUCM CTI Integrations to systems like CUAC, UCCX, etc

- Issues on MGCP or H323 Gateways

- Jabber issues such as newly created users being unable to log in due to synch issues between IMP & CUCM; as well as a Jabber user on IMP Solution getting automatically redirected to WebEx Teams App to sign in

**Company : Amazon Web Services**

**Duration : March 2017 – May 2017**

**Job Title : Escalations Engineer**

**Responsibilities :** I was an escalations engineer, working on coordination of escalated cases. I ensured the escalated cases were attended to by the engineering teams. I interacted with the engineers and Technical Account Managers, driving the cases to resolution

**Company : Chevron**

**Duration : April 2015 – February 2017**

**Job Title : Network Engineer (Specializing in IPT)**

**Responsibilities :** My role at Chevron was inclusive of 50% Projects and 50% Operations, focused on Networks and Voice on Cisco Infrastructure. I managed the Standard Telephony as well as Contact Center. The Voice Environment consisted of CallManager 10.5 Cluster with integration with Cisco Unity Connection, SME, Cisco Contact Center Express, AQM, WallBoard and Acme/Oracle SBCs. I also worked on the LAN & WAN support. Projects I worked on include migration of some remote sites from Analogue to SIP as well as moving a Networks cabinet with Telephony, LAN & WAN equipment from one location to another on a site – I relied on vendors and branch manager to assist with this. I also worked on upgrading End Of Life Cisco equipment like the Cisco 3750 switches and Cisco 3845 routers to Cisco 3850 switches and Cisco 3945 routers. As part decommissioning End Of Life equipment, I managed a project inclusive of replacing Telkom-owned Cisco 2800 series routers with Cisco 2900 routers at all our remote sites. Another Telkom project we worked on was migrating remote sites from Telkom diginet to Metro Ethernet; part of the process is ensuring the sites are ready for this migration. I also worked on Incident Requests, as well as Network Monitoring & maintenance of the IPT environment, like upgrading CallManager to the latest service update, changing NTP Server IP Addresses, migration from SCCP Integration of CallManager & Unity Connection to SIP Integration for a cleaner architecture, troubleshooting call routing issues, etc. I worked on a project to migrate firewalls at several sites from Cisco ASA to Palo Alto – I planned the migration and carried out the work, including taking lead and showing a colleague of mine the ropes so he could assist. Of the 8 sites involved, I did 5; I completed the 6th one with a colleague; and my colleague then did the remaining 2 sites. All Changes carried out at Chevron had me going through Peer Reviews and CAB to represent my Changes

**Company : Marsh & McLennan**

**Duration : June 2014 – March 2015**

**Job Title : EMEA Telecomm Operations, Africa Lead**

**Responsibilities :** Marsh & McLennan is an insurance brokerage and risk management company**.** My role at Marsh was inclusive of 50% Projects and 50% Operations. I was part of the EMEA Team, and focused on managing Network and Voice in the Africa Region. I managed 18 sites in South Africa and sites in Namibia, Botswana, Zambia and Zimbabwe. My day to day operations duties included working on tickets and troubleshooting issues with the network and telephony. On the network side I worked on Cisco switches and routers and technology like STP, Vlans, etc on the LAN and EIGRP and BGP on the WAN. On the Voice side I worked on Cisco IPT including Unity Connection, Business Attendant Console, CUCM on UCS servers, 2900 voice gateways. I also worked with PRIs, BRIs and SIP Trunks. On the project side I implemented a LAN in a new site (Lusaka, Zambia), inclusive of a Cisco switch and a Riverbed for WAN Acceleration; on the WAN side using Internet Solutions’ MPLS to connect to the rest of the Marsh network via Pretoria. I have also planned and implemented IPT at the Lusaka site, using centralized CUCM in Johannesburg and an SRST gateway in Lusaka. I have planned and implemented DMVPN at some sites using ADSL as the main link with 4G failover. I worked on a project to migrate our CUCM cluster from 8.6 to 10.5, migrating all 18 sites in 3 months

**Company : Nexio (formerly Stortech)**

**Duration : November 2012 – May 2014**

**Job Title : Cisco Voice Specialist**

**Responsibilities :** I looked after the Contact Center environment and provided support for other corporate clients of the Service Provider. I was based on site at Vodacom and was responsible for managing the Cisco CallManager clusters for the Vodacom Contact Center. There are two clusters, one in the Cape Town data center and the other in the Midrand data center. The CallManagers integrate into a number of third party products to for the Contact Center solution, to which CallManager plays a role of Call Processing. CallManager integrates into Genesys via CTI and JTAPI; integrates into Audio Codes Gateways via SIP Trunks and DataVoice voice recording via SIP Trunks and recording profiles. I was based in the Midrand offices. I also provide remote support to corporate clients of the Service Provider. I am currently supporting environments with CallManager, Voice Gateways, CallManager Express with integrations with Acme SBC via SIP and a local Telco via the PSTN. I have also done installations on Hosted IP PBX on the end user side using the Customer Portal. I am currently a Resource on Site working on a multisite Unified Communications Project inclusive of CUCM 9.1, Cisco Unity Connection, Conferencing, etc. I am involved in implementing UC on numerous sites and doing support for a few days after implementation.

**Company : MassMart – MassBuild division**

**Duration : September 2012 – October 2012**

**Job Title : IT Infrastructure Project Manager**

**Responsibilities :** I was based at the MassBuild Head Quarters and responsible for Network Management (looking after the LAN and the WAN and reporting faults to our ISP and following up until issue was resolved) and worked on projects.

**Company : Nexio (formerly Stortech)**

**Duration : August 2011 – August 2012**

**Job Title : Cisco Specialist (Specializing in IPT)**

**Responsibilities :** I was based on-site at an ISP and was responsible for managing the Cisco CallManager clusters for the ISP Contact Center. There were two clusters, one in the Cape Town data center and the other in the Midrand data center. The CallManagers integrated into a number of third party products to for the Contact Center solution, to which CallManager played a role of Call Processing. CallManager integrated into Genesys via CTI and JTAPI; integrated into Audio Codes Gateways via SIP Trunks and DataVoice voice recording via SIP Trunks and recording profiles. I was a senior engineer based in the Cape Town office, with a junior engineer assisting me and based in the Midrand offices.

**Company : Dimension Data**

**Duration : November 2010 – July 2011**

**Job Title : Senior Network Engineer**

**Responsibilities :** I was based on site at one of Dimension Data’s clients. The client is in Retail and has approximately 300 branches all over South Africa. The Network was quite sizable and I worked on a variety of technologies including Security, Network Management and Wireless. The LAN and WAN consisted of Cisco equipment: routers, switches, access points, wireless controllers, etc. I assisted the junior engineers when they could not solve issues and was responsible for coordinating the client’s projects.

After a few months I moved to the Dimension Data office, where I worked on Cisco VoIP projects. I was involved in Technical Workshops and compiled Low Level Design documents. I implemented Cisco IPT solutions including Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, Cisco Voice gateways and the LAN. Part of my day to day tasks were troubleshooting issues in Cisco IPT and Cisco Switching.

**Company : Business Connexion**

**Duration : March 2009 – October 2010**

**Job Title : Senior Network Engineer (Specializing in Cisco IPT)**

**Responsibilities :** Business Connexion (BCX) is a networking company that provides networking

Company that implements maintains and supports networks. My tasks include

* I worked on calls logged by our clients, e.g. if the client’s network went down, they logged a call and the call was assigned to me. I then went to the client site and resolved the problems. I worked on VOIP as well as LAN/WAN calls.
* I worked on projects that do network implementations. I have to date worked on a number of projects. Some of the projects I have worked on include performing Technology Assessments then implementing POC (Proof of Concept) and compiling associated POC documentation. I implemented a POC to assess and prove the concept of NAC (Network Admission Control) for one of our clients. The main purpose of this was to demonstrate how the technology works and communicate to the client how best exploit the optimal usage of the technology. During this time, I conduct thorough research on the subject, including Case Studies, Standard Practice and Best Practices.
* The first project I worked on comprised compiling a Low Level Design, which detailed the design of the network. I then carried out the implementation of the network, which comprised a LAN, Security, Monitoring and VoIP component. I did the implementation of the LAN, Security and VoIP components. The LAN implementation included configuration and rollout of forty 2900 and 3700 Series switches. I configured technologies like STP with all the features that tweak performance to be at the most optimal for the network, HSRP for High Availability, VTP, UDLD, NTP and SNMP on the switches. The security implementation included installation and configuration of ACS, Cisco NAC (Network Admission Control). Technologies configured for security included IP Access Control Lists, DHCP Snooping, ARP Inspection, etc. The VoIP implementation included installation and configuration of Cisco Call Manager version 7, approximately 60 IP Phones and voice gateway. I was assisted by a colleague in the VoIP component. The Monitoring component was done by another engineer. We had to ensure that the solution we implemented was a scalable one – in case of growth. Our planning therefore included capacity planning.
* The second project I worked on included upgrading a network at the Head Office to a Voice-ready network and implementing VoIP. We installed and configured Cisco Call Manager version 7, Unity, Arc Console for Switchboard, voice gateway and approximately 350 IP Phones. I also trained the users and provided support on site for a few weeks until all users were comfortable with the system.
* The third project I worked on comprised compiling a Low Level Design document, implementing the LAN and IPT for a branch. The voice gateway acted as MGCP gateway with SRST configured so if the WAN link went down the users would still be able to make calls. We configured approximately 50 IP Phones. Configuration was done on the Head Office Call Manager as well.
* I recently worked on a Cisco Unified Call Center project for one of our clients. The project comprised of compiling a Low Level Design document for a client’s Helpdesk environment. I implemented a solution comprising Cisco Communications Manager Express (Cisco PABX) version 8 on Cisco 2921 routers, voicemail for the Call Center and Back Office users via Cisco Unity Express, Cisco IPCC Express (Unified Call Center Express). I configured a High Availability solution for the Cisco Communications Manager Express and in turn ensured Business Continuity would be effective if the main Cisco Communications Manager Express went down, since the secondary device would take over. When the installation was done, I compiled an As-Built document detailing the actual installation and Configurations in detail. I set up a training environment for the users to be trained on both the Back Office phones and the Call Center phones and IPCC Application.
* In the last few weeks I assisted an engineer new to VoIP in the implementation of an IPT Solution. The IPT Project entailed upgrading the site’s LAN infrastructure to a voice-ready network. The site was quite small – with 18 users. The solution we designed and implemented included Cisco Unity Express on a Cisco 2800 voice gateway, configuration to the Cisco Unified Communications Manager, which is centrally based at Head Office – we configured this to accommodate this small site. I over-saw the implementation and went in to assist the engineer when he had a problem and I assisted in setting up a training environment for User Training when the solution was in place. We had the option of implementing CME Express or use the existing Head Office (HO) infrastructure; we chose to do the latter as a way to contain cost, as using the existing HO infrastructure worked out much cheaper.

**Company : Cisco South Africa and Cisco North Carolina USA**

**Duration : February 2008 – February 2009**

**Job Title : Cisco Global Talent Acceleration Program Participant**

**Responsibilities** **:** Cisco Systems is a leading international networking company,

which provides solutions for Small Business, Enterprise, Service Provider and the Consumer. I performed specialized troubleshooting on customers’ networks.

* **Cisco South Africa**
  + I worked at Cisco in the role of Associate Network Consulting Engineer.
  + Duties included working closely with the Cisco Project Team on the Low Level Design of clients’ networks.
  + I compiled documentations like Network Implementation Plan (NIP) and Network Migration Plan for a client who is moving from an Enterprise Network to an IP NGN (Next Generation Network). I also compiled Network Implementation Plan, Network Ready for Use and Site Surveys for a service provider client. This included coming up with configurations for the Cisco GSR 12000, Cisco 7200 and 2821; as well as being exposed to Cisco CRS-1.
  + I have performed reviews of open cases that a strategic client has logged and drew up reports of these.
  + I was therefore in a customer-facing position.
  + I assisted with the setup, configuration and maintenance of the DMS (Digital Media System) during the ‘Networkers at Cisco Live’ that was held at the Sandton Convention Center
* **CROS, RTP North Carolina**
  + The CROS (Cisco Remote Operations Services) team deals with Unified Communications.
  + I worked as a Customer Services Engineer in the CROS team.
  + I worked on various components of Unified Communications, including Cisco IP phones, Analogue Telephone Adapters (ATA), Call Manager (CCM) and Unity.
  + I performed phone administration on Call Manager including adding and removing users on CCM and IP phones, adding, removing and modifying lines on CCM, adding and modifying speed dials on phones and CCM.
  + I worked on ATAs – remotely on CCM
  + My responsibilities also included working on Unity, adding and removing user accounts for voicemail access.
  + I also performed troubleshooting of phones on CCM and voicemail on Unity.
* **Cisco Backbone TAC, RTP North Carolina:**
  + I was a member of the LAN Switching team in Cisco’s TAC (Technical Assistance Center) in RTP. My role was that of a TAC Engineer.
  + I worked on cases that varied from issues with vlans to problems regarding QoS, high CPU utilization, etc. This included troubleshooting and providing the correct documentation to the customers.
  + I worked on the VSS technology and performed a number of lab recreates, simulating customers’ problems and coming up with swift resolutions.
  + I worked at the TAC and came out with a wealth of knowledge and experience on technologies like STP, VLANS and VTP, VSS, QoS, etc.
  + I worked on the following Cisco equipment: Cisco 6500 Series, Supervisor Engines, 2900 Series, 3500 Series, etc.

**Company : KSS Technologies**

**Duration : July 2006 – January 2008**

**Job Title : Systems Engineer**

**Responsibilities :** KSS Technologies is an IT company that implements and maintains converged networks.

* Network Operating Centre (NOC): Initially, when I joined KSS, I worked at the NOC. This centre deals with the monitoring and management of clients’ networks. Liaising with the client and the Telco providing the WAN solution was an integral part of the job. At the end of each month, I compiled reports and made backups of all the configurations on the network devices and presented these to the client. Earlier in 2007, I passed the NOC job over to an intern, whom I was mentoring. I then dealt with clients on the field and assisted with internal support.
* I assisted clients on site when required. This included troubleshooting unstable networks, performing fault finding when a switch or router malfunctioned.
* Device installation: I have installed and configured numerous Cisco devices for clients, including 6500, 2900, 1800, 2800, 4000, 3700 Series.
* Resource on site (ROS): I was a ROS for a month at one of our clients’ sites. This job entailed desktop support as well as LAN and WAN support, as this was a big client. I then went on to be a ROS for more than 2 months at another client’s site. My tasks included looking after the client’s clients – doing troubleshooting on their clients’ networks and I was involved in their projects.
* Projects: I assisted in several projects, including a LAN Campus Installation as well as 3 IPT implementation projects. I was involved in a Network Audit Project, which entailed me gathering information on the client’s existing network infrastructure at head office and a few other sites. I then gave the client recommendations using Cisco Best Practices as a guide. A senior engineer oversaw the process and gave input when required. I also worked on a project of moving the WAN, Internet and Server Farm from one block of a client’s campus network to another. These were done on 6500 devices. I also performed Cisco Discovery for a client.
* I assisted in internal support, which included desktop support; administering and managing KSS Technologies’ network. I configured and maintained MailMarshall, Active Directory, Cisco Call Manager, IP Phones, Servers, Outlook.

**Company : Mincom**

**Duration : September 2005 – July 2006**

**Job Title : Network Administrator**

**Responsibilities :** Mincom is an international company which develops software for the mining industry amongst others. Our branch had approximately forty employees I managed the entire company’s network. My responsibilities included:

- Active Directory (AD) implementation and administration. I was

responsible for setting up AD and all its components, as well as DNS and DHCP on a 2003 domain. This was part of a Disaster Recovery process as the server hosting AD went down. I also administered AD, which was running on two domain controllers running 2003 Server. When new services were required, I conducted research on these and implemented them.

- Routing and Remote Access. Users on clients' sites connected to the network via two RAS Servers which allow them access via Dial-up. I setup one of the RAS Servers and administered both.

- Printing administration. We had one network printer and five printers that were connected to desktop machines. I added the network printer to our print server and managed all the printers.

- Mail administration. The mail system used by Mincom is Lotus Notes. I was responsible for installing Domino Server onto a new server. I then successfully moved the mail server to the new server with minimal impact to business. When the users logged on to their mail, they had no problems with their mail. Troubleshooting mail issues was also my duty.

- Server Maintenance. I was responsible for maintaining the servers. These include IBM xSeries as well as a pSeries server. I work on the servers as well as the IBM Hardware Management Console, which was

used to manage the pSeries server. All the servers I manage are

configured in RAIDs. I have therefore used RAID Manager to work on hard drives, e.g. to bring hard drives that were offline or defunct back online and therefore in a working status again.

When servers go down, I did some troubleshooting and bring them back up.

- Backups. We backup some files to tape to take offsite. The software I use for this is BackupExec, which I installed; coupled with IBM L33 TotalStorage Tape.

- Licensing. I looked after our Microsoft licensing via the MVLS as well as staying in close contact with our Account Manager at Microsoft as well as the reseller.

- Auditing. I was responsible for ensuring that the consumption is

accounted for by doing hardware and software auditing.

* Desktop Support. This was one of my sole tasks. When users
* Experienced problems with printing, mail, Citrix connections,

Office, etc. I resolved the problems. When someone joined,

I added them to the domain and create mail.

**Company : Internet Solutions**

**Duration : April 2005 - September 2005**

**Job Title : Customer Services Engineer**

**Responsibilities :** Internet Solutions (IS) is an ISP that offers solutions like internet

to their clients My duties at Internet Solutions included:

- IS provides a hosting environment for servers and routers. I worked on the servers for the clients. When the clients needed something done on their server, e.g. enabling remote access so they could access the server remotely; and doing a hard reboot or soft reboot I carried the request out for them.

- Logged calls by making use of Siebel. I then worked on the call and, if I couldn't access their router, assigned the ticket to a senior engineer with access.

- Performed troubleshooting tasks for the clients over the phone. I mostly worked on Cisco routers and switches to do so.

- I worked on the Customer Zone - IS' web portal for customers. I also reset passwords on the web portal, when asked to do so by clients.

- Worked on ADSL and Dial-up problems experienced by clients.

**Education and Training:**

Duration : April 2022 – March 2028

Course : BSc Computer Science (Machine Learning & Artificial Intelligence)

Institution : University of London

Duration : August 2020 – August 2021

Course : Cisco DevNet Associate - Certified

Institution : Self Study

Duration : December 2018 – February 2020

Course : Re-certified in CCNA R&S, CCNP R&S, CCNA Collaboration, CCNP Collaboration

Institution : Self Study

Duration : November 2020

Course : Cisco Collaboration Servers and Appliances - certified

Institution : Self Study

Duration : March 2019

Course : Cisco Cloud Collaboration Solutions - certified

Institution : Self Study

Duration : June 2019

Course : Deploying Cisco Unified Contact Center Express - certified

Institution : Self Study

Duration : March 2018

Course : HCNA

Institution : Huawei

Duration : November 2017

Course : Audiocodes SBCs (AudioCodes Certified Associate)

Institution : QKon

Duration : January 2016

Course/Exam : Palo Alto Accredited Configuration Exam (Pan OS 7)

Institution : Self Study: CBT Nuggets & Palo Alto Site

Duration : September 2015

Course : Oracle SBC Configuration & Administration

Institution : Oracle University (Live Virtual Class)

Duration : March 2013

Course : Cisco Unified Communications on Unified Computing Systems Spec

Institution : Self-study – passed the Exam

Duration : April 2013

Course : Cisco Webex Design and Implementation Specialist

Institution : Self-study – passed the Exam

Duration : March 2012 - May 2013

Course : CCNP Voice and CCNA Voice

Institution : Self-study – passed all exams

Duration : February 2011

Course : CUDN (Cisco Unity Design and Networking)

Institution : Self-study – recertified; International Certification

Duration : 5 Days in July 2008

Course : Cisco Call Manager

Institution : Cisco Systems, North Carolina, USA

Duration : January 2008 – July 2008

Course : GTAP-specialized courses: CCNA, CCNP, CCIE Written

(Internationally Certified in all 3). BGP Course

Institution : Torque IT

Duration : 2 Days in June 2008

Course : Advanced Communication Skills Workshop Level 1

Institution : Allan Carroll & Associates (USA)

Duration : 2 Days in October 2008

Course : Advanced Communication Skills Workshop Level 2

Institution : Allan Carroll & Associates (USA)

Duration : August 2007

Course : Lifecycle Services Advanced IP Communications

Institution : Online Training on Cisco site. Certified

Duration : June 2007

Course : Cisco Discovery

Institution : Online Training on Cisco site. I passed the assessment.

Duration : June - July 2007

Course : Cisco Certified Design Associate (CCDA)

Institution : Self-Study – Internationally Certified

Duration : May 2007

Course : Cisco Unity Design and Networking (CUDN)

Institution : Cisco Systems – Internationally Certified

Duration : August 2006 – February 2007

Course : Cisco Certified Network Professional (CCNP)

Institution : Self Study – Internationally Certified

Duration : 31-10-2005 to 04-11-2005

Course : Lotus Notes System Administration

Institution : IBM

Duration : 01-07-2004 to 02-07-2004

Course : Advanced Networking

Institution : Duxbury Networking

Duration : 03-2003 to 03-2005

Institution : Torque-IT

Student Number : 997010803

Course : Master Network Engineer Diploma – 2-year Diploma

YEAR 1:

* MCSA – Internationally Certified
* A+ - Internationally Certified
* N+ - Internationally Certified
* ICDL – National Exams
* I-Net+ - National Exams
* Life Skills

YEAR 2:

* CCNA – Internationally Certified
* CNA – Internationally Certified
* MCSE – Internationally Certified

Duration : 2001

Institution : Technikon Pretoria

Student Number : 200220609

Course : Computer Systems Engineering. I studied the ff.

C++, Mathematics I, Digital Systems I, Computer Skills,

Communication Skills. I dropped out due to financial reasons.

Duration : 1997 – 1999

High School : Zingisa Comprehensive High School, Umtata

Matric Exemption; I passed the ff. subjects in Matric:

Computer Studies, Mathematics, Physical Science, Biology,

Geography, English, Xhosa

**Referees**

**1. Craig Vedders – Network Manager, Chevron (was my manager)**

**E-mail Address: craig.vedders@astronenergy.co.za**

**Mobile: +27 (0) 83 274 4301**

**2. Sharkey Dollie – Principal Specialist, Vodacom (My former manager)**

**E-mail Address:** [sharkey.dollie@vodacom.co.za](mailto:sharkey.dollie@vodacom.co.za)

**Tel: +27 (0) 82 990 0728**

**3. Sanet Steenkamp - Support Manager, Internet Solutions (My former manager)**

**Mobile: +27 (0) 84 253 8985**

**4. Kirn Sheikh – Snr Project Manager, Marsh &McLennan (I worked on some projects with her)**

**E-mail Address: kirnsaeed@hotmail.com**

**Tel. +44 755 703 1309**