

Michael Wadman

SENIOR NETWORK ENGINEER

✉ michael@wadman.co.nz | 📡 wadman.co.nz | 🌐 mwadman | 🐙 mwadman

Summary

- Motivated network professional who thoroughly enjoys the challenges that the industry brings.
- Strategic thinker with strong problem solving and analytical skills.
- Strong team player and quick learner, with the ability to adapt to changing business situation.
- Juniper and Cisco certified with hands on experience with both enterprise and service provider network hardware.

Work Experience

2degrees Enterprise

SENIOR MANAGED SERVICES ENGINEER

Christchurch, New Zealand

October 2016 – June 2017

- Escalation point for difficult technical queries or ongoing issues from other team members.
- Provided design assistance and expertise for other internal teams.
- Technical assessment and delegation of incoming tickets to team members.
- Wrote and provided technical training for new engineers in both presentation or lab format.
- Provided technical advice to team manager.

MANAGED SERVICES ENGINEER

March 2014 – September 2016

- Design, implementation and support of all services; including customised managed LAN, WAN and internet solutions.
- Ensured SLAs were met consistently, including for high availability customers such as Christchurch DHB, Waimakariri District Council and Lyttleton Port Company.
- Monitored and troubleshooted MPLS core and managed customer base.
- Maintained monitoring software (Cacti, Nagios and Smokeping).
- Wrote and maintained technical documentation for both internal and external use.
- Raised faults with, and contacted circuit wholesalers, CDN and IX peers, vendor TACs and other partners.
- Technical point of contact for enterprise customers and Tier 4 escalation point for SME and residential customers.
- Completed MPLS/WAN backhaul redesign for wholesale client.
- Organised and completed public address range migration for hosted and co-location customers.
- Troubleshooted complex performance and routing issues to resolution.
- Continuous professional development and maintenance of technical certifications.

Snap Internet

SERVICE CENTER TECHNICIAN

Christchurch, New Zealand

April 2013 – February 2014

- Provided technical, provisioning and billing assistance for Snap Internet's residential and small business customer base.
- Training of new technical staff in current and new technologies.

Qualifications

2014	CCNA Cisco Certified Network Associate
2014	JNCIA Juniper Networks Certified Industry Associate
2014	JNCIS-ENT Juniper Networks Certified Industry Specialist — Enterprise (<i>Expired</i>)
2015	JNCIS-SP Juniper Networks Certified Industry Specialist — Service Provider (<i>Expired</i>)
2015	JNCIS-SEC Juniper Networks Certified Industry Specialist — Security
2016	JNCIP-ENT Juniper Networks Certified Industry Professional — Enterprise (<i>Expired</i>)
2016	ACWA Aerohive Certified Wireless Administrator (<i>End of Life</i>)
2016	JTNOG Juniper Troubleshooting in the NOC (<i>End of Life</i>)
2016	JNCSP-ENT Juniper Networks Certified Support Professional — Enterprise (<i>End of Life</i>)

Skills Summary

- Routing protocols (RIP, OSPF, BGP, IS-IS).
- Ethernet/Switching protocols (VLAN, STP, QoS, LLDP, 802.1ad).
- MPLS and VPNs (LDP, RSVP, L2VPN, L3VPN, VPLS).
- Data Center protocols (VXLAN, EVPN).
- Security protocols and concepts (ACL, VPNs, NAT, 802.1x).
- Redundancy/Resiliency protocols (VRRP, BFD).
- Multi-vendor, multi-platform knowledge (Juniper EX, SRX and MX; Cisco Catalyst, Nexus and ASA; Cumulus; Dell; Palo Alto; Brocade).
- Automation tools, concepts and protocols (Ansible, SaltStack, NETCONF, RESTCONF).

Other Education

2013	NCEA Level 3 and University Entrance — Christchurch Boys High School
2016	New Zealand Full Drivers Licence
2017	ICAgile Certified Professional Agile Project Management (Kanban, Scrum, XP)

References

Provided upon request.