**OKWUDIRI OPARA**

**SUMMARY:**

Cisco Network Engineer experienced in hardware, software, and networking technologies Knowledgeable in Cisco Network Support, hardware evaluation, systems and network.

**TECHNICAL SKILLS:**

***Network Protocols:*** TCP/ IP Addressing and IP Sub-netting, DHCP, DNS, HTTP, SMTP, LANs, WANs, Ethernet, Wireless, VPN, EIGRP, OSPF, BGP, MPLS, RIPV1/2, TCP/IP

***Routers:*** 1800, 2500, 2600, 3600, 4000.

***Switches:*** 3550s, 3750,4500s and 6500s

***Microsoft Office Suite:*** Microsoft Word, Microsoft Access, Microsoft Excel, Microsoft Lync, Microsoft Outlook, Microsoft PowerPoint, Microsoft Visio

**EDUCATION:**

CCNP (Routing and Switching) Certification, May 2016.

CCNA (Routing and Switching) Certification, May 2013.

AVTECH INSTITUTE, S Plainfield NJ, 2012 - 2015.

(CCNA & CCNP Training)

UNIVERSITY OF CALABAR, NIGERIA, February 2000.

**B.Sc. (Business Education)**

**EXPERIENCE:**

6/17 - Date. **T-MOBILE**

**Engineer NOC IP Support.**

* Monitored and maintained T-Mobile/Metro Pcs core IP network.
* Managing and monitoring LAN, MAN, WAN and data infrastructure including TCP/IP networks, VPN, firewalls, F5 Load balancers, switches, routers and network analysis tools.
* Provided first level support and escalation of operational issues, including network and hardware.
* Provided thorough documentation of incident and problem details, utilizing the Console One and PIER ticketing system.
* RMA request from Vendors and work orders to set up hardware parts swap, changes or configuration changes during maintenance window.
* Opened tickets, with partner Transport vendors, to troubleshoot Circuit/link, Ethernet link flapping/outages.
* Conducted/Joined in WebExs’ to troubleshoot network/service related issues.
* Executed work orders during my shift within the maintenance window.
* Opened logs on all network issues and tracked them to resolution with thorough documentation.
* Opened trouble tickets on circuits with various local exchange carriers, coordinating with switch technicians for head-to-head testing with LEC when necessary.
* Provided end-to-end troubleshooting on network and customer care issues, with thorough documentation of troubleshooting and resolution.
* Observed tickets for trends, escalating to appropriate Tier in the organization for resolution.

05/2015 to **PRIMUS SOFTWARE CORPORATION (VERIZON WIRELESS)**

4/2017 **Voice and Data Associate Technician - Network Repair Bureau (NRB)**

* Analysis and troubleshoot Cannot Originate/Cannot Receive calls issues by tracing the call between switches and Trunks to investigate these issues with all others different partners till figure out the reason then resolve it.
* Keep contacting with our VZW customers to make sure their issues resolved by testing calls and focus on our customers satisfactions.
* As well as troubleshoot and resolve cell phone system performance issues over the network. Proficient in System Performance: Voice and Data issues. GSM, 1X, EVDO, LTE.
* Make use of specialized Verizon wireless tools to analyze data, signal strength, cell tower condition and geographical topology of areas across the United States to ensure top high quality service for all customers, using BMC Remedy ticketing system.
* Work in collaboration with all System Performance Engineers in different regions of the country to resolve large scale issues such as cell tower outages, fiber cuts, and unexplained signal deteriorations.
* Maintain constant communication with senior technicians and Network operations specialists in order for problems to be resolved accurately and swiftly to ensure maximum customer satisfaction.

Environment: Remedy Ticketing System, MTAS, Device Management Database , PRL Lookup, Hybrid PRL Push, Trending , MARS, NetGeoX, Real time tool, Network Operation Center (NOC), NCWS-Chicago Performance Tool, Neustar, Tarantella SS7 Trace, Irisview Tarce, Monitor Master, SANE, XNG Path Route and all others voice support tools.

02/2014 to **RESOURCE LOGISTICS INC.,** NJ

09/2014 **Cisco Network Technician Internship.**

* Involved in complete LAN, WAN development (including IP address planning, designing, installation, configuration, testing, and maintenance).
* Involved in Switching Technology Administration including creating and managing VLANs, Port security, Trunking, STP, InterVlan routing and LAN security.
* Configured routing protocols EIGRP, OSPF and BGP on the Routers in the network.
* Implemented HSRP on the Cisco Layer 3 switches and EIGRP on Cisco routers, the Layer 3 switch, 3 Cisco 3560 Switches, Cisco 6500 switches for load balancing and fail over.
* Implemented and monitored the network using networks sniffing and scanning tools.
* Configured ACL to allow only authorized users to access the servers.
* Performed installation and configuration of Cisco Switches, Routers, Telnet, CSU/DSUs, network management and analysis tools.
* Participated in daily goal meeting with the team.
* Other responsibilities included documentation and supporting other teams.

08/2013 to **AVTECH INSTITUTE, (CCNA/CCNP LABS),** S. Plainfield NJ

09/2015 **Network Technician**

* Configured and implemented VLAN, VTP, LAN switching, STP.
* Routing protocol configurations (RIP, EIGRP, OSPF, and BGP).
* Sub netting, CIDR, IP addressing.
* Racked, cabled and networked cisco routers, switches and network equipment.
* Provided network support with configuring, implementing and maintaining switches, routers, gateways, remote access servers, application and device servers.
* Conversant in network topologies, devices, services, and protocols for LANs and WANs.
* Expert in TCP/IP implementation (sub netting, VLSM, Network design).
* Configured RIP, EIGRP, OSPF, BGP, Frame relay, PPP protocols.
* Established Virtual Private Network connections using IPsec.
* Configured, monitor and maintain updated virus protection software, and backup data for emergency recovery. Provide timely technical support for users and work with them to solve existing problems. Provide timely technical support for users and work with them to solve existing problems. Administer and maintain systems support for software, hardware and servers: test, troubleshoot, diagnose, and resolve all problems.

**REFERENCES:** Available upon request.