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**FRANK CHUKWUDUMEBI AKPE 310-867-0453**

**Objective**

As a skilled engineer, I am dedicated to continuous improvement in process and technology. While providing services that best suit customer requirements, I take the initiative to assist in developing, evaluating and improving methods and procedures for processes. Experienced in latest technological equipment customer support demands and able to adhere to demanding physical work with developed problem solving abilities.

Now looking to evolve within the field of Electrical/Electronic Engineering by obtaining a position in a challenging environment that utilizes team-work effort and offers opportunity for progression.

**Experience**

2014 - 2015 **Delta Care Inc** **Fresno, CA**

**Systems Engineer**

* Maintained and implemented a thorough understanding of Local Area Networking
* Configuring and installing client and server network software for upgrading and maintaining network and telecommunication systems.
* Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities
* Managing assigned projects and program components to deliver services in accordance with established objectives.
* Respond to inquiries from staff, administrators, service providers, site personnel and outside vendors to provide technical assistance and support.
* Implemented Network Protocols and routing communications/routing protocols
* Deploying Window Server 2003/2008 with Active Directory Domain Service to authenticate & authorize users using Organizational Units

2011 - 2014 **Domestic and General Limited. Nottingham, UK**

**Customer Support Agent**

* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Diagnose and resolve technical hardware and software issues.
* Research required information using available resources.
* Follow standard processes and procedures.
* Identify and escalate priority issues per Client specifications.
* Redirect problems to appropriate resources.
* Accurately process and record call transactions using a computer and designated tracking software;
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Follow up and make scheduled call backs to customers where necessary.

2008 - 2009 **Sonnex Packaging Limited.** **Lagos, Nigeria**

**Maintenance Engineer (Electrical)**

* Worked on motor starters / control circuits  for:  conveyors, compressors,  hydraulic power packs
* Identified facility downtime / throughput inefficiencies and implemented improvement plans.
* Worked on continuous improvement projects mainly within Unit Machining and CNC machines.
* Provision of various technical support for PLC controlled pneumatic and hydraulic processes.
* Was in charge of generators, purifiers, compressors, fuel transfer, engineering watches, maintenance of main engine and auxiliary machinery.
* I programmed PLCs.

2007-2008 **Phantom Computers. Lagos. Nigeria**

**Network Support Engineer**

* Consultant in various network and system implementation, migration and design.
* Responsible for reporting to Customers & Company, follow up with them to solve technical issues.
* Response to calls regarding client systems
* Updating request via the web, Supporting Internet and E-mail facilities, also using Excel & Outlook 2000 for day-to-day activities.
* Admin duties such as data input, fax, filing, matching invoices, printing, photocopying, and making calls to contractors, liaising with procurement.
* Determine and resolve problems within agreed time scale.
* 1st /2nd level support for end users.
* Integration, troubleshooting and resolving problems.

**Skills**

Business Awareness

* Customer requirement extraction and presentation of suitable solutions to clients.
* Worked to strict deadlines ensuring the delivery of network solutions within time and budget

Initiative & Adaptability

* Established rapport and resolved queries within pressurized IT support environments.

Team Working & Leadership

* Developed team leadership skills including motivating team members and encouraging good performance through my role in several group projects.
* Experience of working in teams during projects involved; planning, role allocation and coordination.

Effective Communication

* Developed succinct documentation skills, good communication and interpersonal skills through documentation and client interaction.

Fault diagnosis and troubleshooting

* Troubleshooting Client's premises equipment including ADSL Routers, Cisco Routers, Fibre (Broadband), Microwave and Leased Line; adhering to the Standard Operating Practises (SOP) and timelines with regards to fault diagnosis and troubleshooting; performing a proper Root Cause Analysis of Incidents; immediately escalating faults that cannot be diagnosed - as per the defined process for immediate action

Third party escalations and communications

* Reporting and managing all incidents to relevant parties e.g. Cisco TAC; monitoring customer services and infrastructure in order to prevent service disruptions if possible

Network monitoring and reporting

* Providing regular monitoring and reporting of network component performance, utilization and efficiency (proactively looking at Layer-2 and core); performing any form of Proactive Support Services which may result in early detection of incidents; ensuring that all reasonable actions have been taken to prevent the future reoccurrence of incidents

Planning and implementing changes

* Planning and implementing all approved change activities with minimal customer disruption and effective communication; determining change logistics before implementation and adhering to Change Management Schedules.

**Education**

2010 - 2011 Nottingham Trent University Nottingham, U.K

* MSc. Engineering (Electronics). Achieved: Distinction

2001 - 2007 University Of Lagos Lagos, Nigeria

* BSc. Electrical/Electronic Engineering. Achieved: Second Class honors

**Professional Certification**

* Cisco Certified Network Professional (Routing and Switching), Cisco ID: CSCO12510983.
* Cisco Certified Network Associate (Security) <In Progress>

**Notable Projects**

* Developed and implemented a mobile home automation and access control system using android/Java.
* Autonomous robot vacuum cleaner: developed using C language and AX11 micro-controller. Robot was successfully deployed in Nottingham Trent University.
* Designed and deployed Zigbee wireless sensor network in home and office environments.