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**Personal Details**

 Date of Birth : 15 March 1986

 Languages : English, Shona & Ndebele

**Personal Profile**

* **Network Engineer** with 4+ years of experience. My skills include strong analytical and troubleshooting skills, WAN / data centre design, knowledge of MPLS, BGP, ISIS, OSPF and EIGRP ,knowledge in scripting with Python and shell, designing and troubleshooting routing protocols (OSPF, EIGRP, BGP) for enterprise networks, knowledge of TCP internals and other Layer 4-7 protocols such as HTTP, SSL, DNS, etc., firewalls, IPS / IDS, familiarity with network monitoring and troubleshooting tools such as WUG, MRTG, Solarwinds-Orion, Icinga, Cacti, Airwave. I am highly self-motivated and directed, with keen attention to detail and have a penchant for success.

**Specialties:**

* Strong knowledge in TCP/IP, L2/L3 protocols, LAN, Spanning-tree, WAN, Metro, IPv4, IPv6, BGP, ISIS, OSPF,EIGRP, MPLS, QoS/CoS
* VPN technologies such as DMVPN, IPsec, GETVPN
* Cyberoam, Cisco ASA Firewalls, Web Proxy, SSL/IPsec VPN, IPS,NAC
* Experience with Global Google Cache and Peer App servers.
* Working technical knowledge of Security control protocols (802.1x, Radius, SSH, AAA, IPsec)
* Network management protocols (CDP, TFTP, SNMP)
* Cisco Certifications CCNP

**Objective:** Looking to apply the knowledge and experience I acquired over the years to help design solutions to complex network problems.

**Education and Qualifications**

 **Certifications**: Cisco Certified Network Associate (CCNA)

 : CISCO Certified Network Professional (CCNP)

 : Cisco Certified Design Professional (CCDP)\*

 : Currently studying for CCIE R+S

 Other Certificates: Certified Alvarion Installation Technician (CAIT)

 : Certified Alvarion Systems Operator (CASO)

 **Degree** : **BSc (Hons) Information Systems (2.1)** Midlands State University (2006 -2009)

**Professional Experience**

**Network Engineer (NOC)** - **Utande Internet Services**

**Period**: May 2012- Present

**Duties& Responsibilities**

* Configure and support the datacenter environment consisting of Cisco routers (ASR9000, ASR1006, ASR1004 routers), switches (including Nexus 5000), Cisco ASA and Fortinet while staying within all architectural guidelines and change management procedures.
* Configure and test layer 2/3 and MPLS VPNs, and provision new MetroE, IP Transit (with BGP peering), PPPoE and WiMax customers.
* Configuring and troubleshooting BGP, including route filtering, Load sharing/balancing, traffic shaping and QOS, updating Utande profile on RIPE for new BGP peers’ prefixes, as well as liaising with the upstream providers to announce the new prefixes.
* Setup and troubleshoot Layer 2 WAN circuits interconnecting Internet Solutions POP and its Zimbabwe clients.
* Performing ISSU (in service software upgrades) on ASR devices when needed, regular weekly backup for all Cisco devices in the datacentre, as well as ME 3400 switches at Base stations.
* Manage and track IP address space allocation using Ipplan software as well as VLAN allocation and documentation.
* Configure and manage the PBX as well as the entire organisation-wide IP telephony System.
* Configure CNR DNS and DHCP for an IPv4/6 environment, configure DHCP objects for multiple scopes, policies, and networks using Cisco CNR
* Monitor & troubleshoot Wimax base stations and CPEs using the Star management suite (AlvariStar, StarArcs, and StarQuality & StarReport) and the Alepo BSS/OSS system.
* Remote monitoring of fuel, power and temperature status of generators at the base stations using Gen Logic (web-based application) and coordinating with technicians until the problems are resolved.
* Produce regular, detail oriented documentation to effectively manage the datacenter environment.
* Review project specifications and make design/implementation recommendations for improvements. - Follow through on assigned project tasks and consultations/conference calls.
* Translate business requirements to detail or Low Level network design and creating System Change Requests for such projects.
* Daily responsibilities include, system monitoring, alerting, problem logging (using What’s up Gold, Multi Router Grapher (MRTG), Orion, Cacti and Icinga), and coordinate tasks effectively to troubleshoot issues for prompt resolution.
* Create and track trouble tickets (using SIT -Site Incident Tracker) that are received via email or telephone from both internal and external sources and work on the incidents until they are resolved.
* Update/maintain all documentation requested by management and sharing them on SharePoint.

**Customer Care consultant- Utande Internet Services**

**Period**: January 2011- April 2012

 **Duties& Responsibilities**

* Providing a first point of escalation within the 2nd line support team for the data network, email, cloud services and Wimax related issues, participating in a 24x7 call-out rota system.
* Problem Resolution - Proactively responding to problems with an appropriate sense of urgency; coordinate with appropriate departments to determine positive solutions that increase end user satisfaction, following through to completion, and communicating resolution results to end user; escalate to management any situation that could adversely impact the service provided to the end user and improve customer service levels.
* Performed end to end tests with external customers in troubleshooting CPE connectivity, email server configuration issues on Windows Exchange 2010/2008 and Postfix mail servers.
* Used SIT (incident ticketing system) to create and track tickets logged by internal and external customers and made sure resolution of customer network & application faults was provided within agreed SLA’s
* Prepare thorough turnover reports for the oncoming shift personnel to ensure follow-up on outstanding issues and continuity of operations
* Maintenance of WIKI (SharePoint) and technical documentation of processes and procedures used throughout normal operations.
* Mentoring, supporting and providing technical training to new team members and customers.
* Sage CRM, X3 installation, rollout and user training for internal use.

**Systems Administrator/Tester-Appcore Technologies**

**Period** : January 2010 - December 2010

* Installation and administration of Linux software and setting up Open LDAP for user creation and authentication.
* Xen Cloud Platform setup, deployment and administration.
* LAN administration.
* Software development projects planning, monitoring and control.
* Customer liaison and engagement.
* Automating software testing, validation and verification.
* Installation and configuration of enterprise business applications such as Alfresco, Open bravo, Redmine, Orange and Sugar CRM

 **Industrial attachment**: ZARNet Internet services, Midlands State University ICT department.

 **Projects Executed**

* Interconnecting and establishing BGP peering between Utande and Broadlands, Utande and Aquiva, Utande and Lifemark participating in these projects from conception to completion.
* Setting up and deploying CE routers in more than twenty CABS branches around the country.

**Interests and Pastimes**

* Traveling, sports, photography