
John Smith

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TELECOMS ANALYST / I.T. NETWORKING

♦ Support - Implementation - Administration - Security ♦

Extensive I.T. skills and experience gained since 1982 with a proven track record of improving network efficiencies and profits by establishing I.T. projects to Network Management-Operations Support System implementations, including, routers, firewalls, VPN's, security and network performance to Service Level Agreements. Also programming and testing experience. Can work within budgets and deadlines. Up-to-date on IT developments. Now looking to make a significant contribution within a new challenging role designing, supporting, administering and implementing network projects.

AREAS OF EXPERTISE

- Data and Voice Networking
- Network / user administration
- Meeting strict deadlines
- Trouble shooting / problem solving
- PC rebuilds
- Helpdesk support
- Client liaison
- 1st to 3rd line support
- Software management
- Database project lead
- Security
- File management
- Disaster recovery
- Monitoring performance
- Quality Assurance

PROFESSIONAL DEVELOPMENT

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|-------------------------|---|---------|
| Cisco ICND | ICND 640-###. Interconnecting Cisco Networking Devices. (Associated Certification is the CCNA Cisco Certified Network Associate certification). | 2005 |
| Microsoft Visio | Creating business process flowcharts, network diagrams, workflow diagrams, database models, and software diagrams – Able to streamline business processes, track projects and resources, chart organizations, map networks, diagram building sites, and optimize systems. | 2003 |
| VOIP Certificate | Voice Over I.P. (over a data network or Internet). | 2006 |
| iSDX | GPT/Siemens iSDX Micro Telephone Systems. | 2000-06 |

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

TELECOMS ANALYST

Mar 06 - Dec 08

Company A, Kendal, Cumbria.

Supported, management and procurement of voice services; this included telephone systems, voicemail, call centre applications, call logging and mobile phone network (1000 employees). Generated reports.

- Highlighted profitable voice-traffic routing opportunities through carrier/vendor coding analysis.
 - Manage locations and codes that maximized buying, selling and quality needs.
 - Provided 2nd and 3rd line support to over 1000 users across the company's telecom network, whilst supporting and maintaining the IT Computer Room, over 100 desktops and various software applications.
 - Researched and reviewed existing budgets and presented a more cost effective plans for infrastructure and support expenditure.
 - Persuaded numerous clients to utilize newer networking technologies whilst respecting pre-set budgets that increased staff productivity and bottom line profits.
 - Carried out Bridging and Switching, Operations of the Spanning- Tree Protocol, Configuring Catalyst Switch Operations Extended Switched Networks with Virtual LANs. Determined IP Routes, Managing IP Traffic with Access Control Lists. Established Serial Point-to-Point Connections. Established Frame Relay Connections and Completed ISDN Calls.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

COMPUTER ROOM SHIFT LEADER

1989 - 95

Company B

Responsible for 8 computer operators who carried out the processing of the business data using a mainframe computer and printers as well as the overall day-to-day management of the computer room operations and the company WAN and LAN. This involved ensuring that business reports and data were ready for users at the correct time.

- Administered WinNT4 Server and Web Server: created user accounts, log-on scripts, assigned privileges and rights to users etc.
- Planned, installed and configuration of new desktop computers.
- Carried out routine maintenance of the LAN and network printers.
- Network design and implementation and the resolution of network connectivity problems.
- Selected, connected, configured, and troubleshooting the various networking devices.
- Built a functional router configuration that supports the specified network operational requirements, given a network design.
- Detected anomalies after using show commands that identified network operational parameters.
- Maximized network operations after detecting anomalies after using debugging commands.

COMPUTER ROOM OPERATOR

1982 - 89

Company C

- This job involved operating a large mainframe computer in the processing of business data and ensuring the integrity of the outputted information.

TECHNICAL SKILLS / KNOWLEDGE

- Operating systems: MSDOS, Win 3.11, Win95/98, Win NT 4.0 Workstation and Server, Win 2000 Professional/Win XP and IOS 11-12.
- Networking software: LAN/WAN, TCP/IP, IPX/SPX, NetBEUI, DNS, WINS, DHCP, Ethernet, RIP, IGRP, and EIGRP., MS Active Directory.
- Software: MS Office 97/2000/XP, MS Project 98/2000, MS Visio, PC Anywhere, Backup Exec, Arcserve & Network Management Tools. Microsoft Outlook, Outlook Express, Internet Explorer, HP JetDirect Administration.
- Hardware: Installing and Configuring of Printers, Network Adapters, Modems, Hard drives, Soundcards and other IBM compatible devices.
- Comms. Hardware: Routers, Switches, Hubs, Repeaters, iSDX systems and Servers

PERSONAL

Pastimes: Manager and Coach of a 16 year old boys' football team.
Mobility: Full driving license.
Born: 1964.

References available on request.