



SPECIALIST PROFILE

Personal Details

<i>Reference:</i>	NK5714
<i>Job Title:</i>	Systems Management Specialist
<i>Nationality:</i>	British
<i>IT Experience:</i>	12 years
<i>Qualifications:</i>	BA (Hons) Economics Cisco Certified Network Professional Sun Certified Systems Administrator Sun Certified Java Programmer Prince 2 Foundation Certificate

Overview

Architecture and Products:

ACTIVE DIRECTORY, CHECKPOINT, CISCO PIX, CISCOWORKS, DNS, HP OPENVIEW, HP OPENVIEW NETWORK NODE MANAGER, HTTP, ITIL, JUNIPER, LAN, LDAP, LINUX, PRINCE2, SNMP, SOLARWINDS, TIVOLI ENTERPRISE CONSOLE, TIVOLI NETCOOL/OMNIBUS, TIVOLI NETCOOL/REPORTER, TRIPWIRE, UNIX, VOIP, WAN, WINDOWS.

Programming Languages:

PERL, PL/SQL, SHELL SCRIPT.

Specialist Experience:

Systems and networks management.
Solutions integration, development and testing based on Netcool products.
Shell scripting.
Unix, Windows and Linux systems administration.
Fault management and diagnosis.



INTRODUCTION

A specialist in Network and Systems Management with a background in Solutions design, Systems Integration, Application Support, Fault Management and Diagnostics.

PROFESSIONAL QUALIFICATIONS

- CCNP (Cisco Certified Network Professional) - ITIL Foundation Certificate
- SCSA (Sun Certified Systems Administrator) - Prince 2 Foundation Certificate
- SCJP (Sun Certified Java Programmer) - CompTIA A+, Linux+, Network+

KEY SKILLS

Netcool, CiscoWorks, Solarwinds, HP OpenView (NNM), Unix & Windows Systems Administration, IP Networking, Security Devices, Database Technologies (PL/SQL), Backup Solutions, Test and Acceptance, Shell Scripting, Perl

EDUCATION

BA (Hons): Economics

WORK EXPERIENCE

August 09 - January 2013

SYSTEMS MANAGEMENT CONSULTANT for an IT services company

Working within the Management Systems Development team as SME for the **Netcool** product suite, my main responsibilities included, Design and Development for Systems and Network Management.

Development projects included core **Omnibus** development of **triggers** and **gateways** (Oracle, Peregrine) along with **probe rules** for support of Windows and Unix as well as application and hardware monitoring of Datacentre technologies and **Virtual Infrastructure**. The main inputs for such monitoring included log file probes (NT, Syslog, and Application log files), **SNMP** as well as Tivoli products such as **TEC** (Tivoli Enterprise Console) and **ITM** (IBM Tivoli Monitoring) via the **EIF** (Event Integration Facility) probe. Ongoing development of **Impact** policies to provide Event Enrichment, support for Maintenance Windows and Event Suppression features. Additionally, extensive involvement with **Webtop** and subsequently **WebGUI** and **TIP** (Tivoli Integrated Portal) providing global presentation for otherwise separate data, as well as integration with **Active Directory/LDAP**. Some of the challenges in this environment included scalability to support 50,000+ endpoints, integration and support of multiple multi-tiered environments. Maintenance and upgrade activities had to be conducted with careful consideration for event flow and the status of any synchronised databases, within a 24*7 service environment.

Other systems used include **Netcool Reporter**, **ITNM** (IBM Tivoli Network Manager), **TPM** (Tivoli Provisioning Manager) for remote management and **software packaging** and management of code using **Subversion**.

September 03 - May 09

NETWORK MANAGEMENT SYSTEMS for a telecoms company

Working within the Solution Design Team, my responsibilities included the integration, development and testing of solutions based mainly upon the Netcool product suite as well as administration of CiscoWorks and Network Node Manager systems.

Development and integration work was conducted on **Solaris** systems running a variety of applications from the **Tivoli/Netcool** suite such as, **Omnibus**, **TBSM** (Tivoli Business Service Manager), **Impact**, **Webtop**, **NCSM** (Netcool Security Manager), **NGF** (Netcool GUI Foundation),



B & M SkillSource
expertise for enterprise systems

Proviso, **ISM** (Internet Service Monitors), **Probes** and **Gateways**. A highly complex series of customisations were required in order to deliver against the requirements of the service which included: probe rules, ISM configuration for **SNMP** and **DNS** monitors, **Bi-directional Gateways**, **SNMP Gateways**, **Siebel Gateways** (to pass data between systems using HTTP) and a host of database customisations and tools development within Omnibus. Additionally, all components were designed to deliver resilience and failover capability without loss of data, corruption or duplication. **Test and Acceptance** work was integral to this role and I had responsibility for building the test models (including Servers, Networks and Applications) and producing test scripts based on the high-level requirements. This ranged from very low-level **Unit Testing** utilising protocol analysis and software debugging, to **Integration/Stress/Fault Recovery** and **Acceptance Testing**. These activities helped the design to evolve and develop strength. They also helped to identify a number of software issues which were fed back to the vendor to help improve their products.

Success in this role demanded expertise in Operating Systems and Systems Integration, particularly with Solaris as well as knowledge of **Cisco** and **Juniper** networking involving LAN/WAN technologies and associated management involving **Syslog**, **ICMP** and **SNMP** (including **RMON**). **IPSLA** was also utilised, for example for round trip time on VOIP links.

Jan 01 - Aug 03

NETWORK MANAGEMENT SYSTEMS for a networking company

Key responsibilities in this role included resolving technical issues in the following areas: **CiscoWorks** installation and administration in both **Windows** and **UNIX** operating environments. Troubleshooting and configuration, of Network Management applications such as: **Campus Manager**, **CiscoView**, **Resource Manager Essentials** and **WhatsUp Gold**.

Resolution of database issues including: administration queries, recovery, and integration with 3rd party Network Management Systems and Network Management using **SNMP**, and support for queries relating to its use and capabilities.

Other solutions used in this role include **HP OpenView** (Network Node Manager), **InfoVista**, **Solarwinds**, **Foundry IronView**, **Tripwire**, **nGenius - Performance Manager** and **NetScout Probes**, **MRTG** (Multi-Route Traffic Grapher) and **Ethereal/Wireshark**. In addition to NMS skills, success in this role demanded strong **Windows (2000/2003)** Systems Administration, **Linux** Administration, **VMware Workstation/ESX Server**, **IP Networking** and **Troubleshooting** and **Security Devices** including **Cisco PIX**, **Checkpoint** and **Netscreen**.

CORE ARCHITECTURE AND TECHNOLOGY

Key technologies supported by the Core Team include; **Router Configuration** and **network connectivity**, **Routing Protocols**, **IOS upgrades**, **Hardware** and **Software Troubleshooting**, **Access List Configuration**, **Ethernet troubleshooting**, **Disaster Recovery** and **NTP** (Network Time Protocol). Experience within the Core Team provided an excellent knowledge of Cisco products and networking technologies allied to skills in configuring lab setups to gain insight into customer issues and provide practical, proven solutions. I was a member of the Core Team for 6 months before specialising in NMS technologies.