Aden Warsame

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My aim is to find a career that meets my skills & attributes, to work within an environment where I can focus on the company’s goals and objectives and my own personal development as an IT professional who aspires to better myself each day. I enjoy working in a busy environment and relish the challenge of managing designing and troubleshooting different aspect of networking obstacles. I have an outstanding telephone manner and communicate well at all levels, capable of adapting to new or unfamiliar technologies. I am deeply committed to good practice in implementing and configuring different routing protocols.

**­­­­­­­­­­­­­­­Technical Skills ­**

**NETWORK & INTERNETWORKING**

Cisco Router Configuration | Cisco Switch Configuration | ACLs/Cisco | Wireless AP/Controller |VLAN Configuration | TCP/IP Suite | Cisco 12.x and 15.x | 802.11x Technologies | IPv4 and IPv6 Addressing | VPN Configuration | BGP/OSPF/EIGRP Protocols | Network Management | Network Documentation | Rack Cable Management.

**SOFTWARE & HARDWARE SUPPORT**

Windows 7/8/10/XP | MS Office 2007/2010 | Hardware Diagnostics | Network File Shares | Basic AD DS, DHCP, DNS | Gateway Settings |

**KEY SKILLS**

* Good general computer skills, Microsoft OS 7 and 8.1 and Microsoft Office.
* Installing and configuring windows 2012 server
* Install authorised software to laptops and desktops
* Good understanding of cloud computing
* Antivirus installation to all desktops and laptops
* Knowledge of Networking, LAN’s, WAN’s, MAN
* Knowledge of IP Addressing and Subnets, FLSM and VLSM
* Knowledge within a TCP/IP network environment, including DHCP, DNS, NTP.

**qualifications And acheivements**

Cisco CCNA Qualified Passed CCNA Exam.

Completing Basic Linux network Administration

check point certified security administrator (CCSA) pending.

AWS Cloud Practitioner. passed the exam

**JOB HISTORY**

**Aquent UK, on behalf of Google**

**data center technician**

**from june 2020 to now**

* Support and lead efforts/projects in the deployment, maintenance and support of data canter infrastructure.
* Control complex troubleshooting and resolve escalated technical challenges over a significant population of affected equipment.
* Configure and troubleshoot OS-related issues on server.
* Lead upgrade deployment in a timely manner.
* Take part in decommissioning projects.
* Troubleshoot complex fibre network connection within 6 cluster’s.
* Racking of devices and cabling
* Report any issue which is opposition to health and safety.

**Amazon ( AWS) data center technician**

**From January 2020 to june 2020. Contracting**

**Role and Responsibilities** IOS

* Troubleshoot server issues ( ISO test)
* Replacement of server components (hot swap)
* Power cycling devices
* Taking part in Group meeting very days to improve work
* Configuration of devices. ( firmware update and IP configuration )
* Racking of devices and cabling
* Meeting SLA targets

**Optimum Group Services (Virtus Data CENTER)** from June 18th 2018 to January 2020

**Role and Responsibilities**

* Manage third party vendors within a large data centre to ensure compliance with change control.
* specification and quality standards.
* Manage Data Centre access for all users.
* Change Control Management.
* Decommissioning of redundant equipment and cabling.
* Installation of new cabling and cable management within a Date Centre Environment
* Installation of new server racks.
* Rack and stack servers and other network equipment
* configuration of network devices like switches
* Running cross connection between client and Services provider.
* Keeping an eye on and updating ticket system (Autotask) with in SLA.
* Ensuring that a high level of customer service and support is provided to all internal and external customers

**BP Sunbury (November-2016- )**

**Role:** 2nd line support (office 365)

**Duties:**

* Escalating IT issues to the IT manager where necessary
* Supporting all internal application.
* Diagnosing and resolving technical issues
* Setting up and configuring new laptops and desktops
* Installing authorised software to laptops and desktops
* Ensuring security and upgrades are applied to desktops and laptops and kept up to date
* Antivirus installation to all desktops and laptops
* Fault finding to laptops and desktops
* Reporting faults and maintaining logs on servers, desktops and laptops
* Completing internal user moves including phones
* Patching of network and phones
* Ensuring all logs for equipment and users are maintained
* Creating purchase requisitions for IT hardware/software
* Ensuring licensing for all software purchased is recorded and maintained
* Exchange server mailbox maintenance including archiving mailboxes

**Other**

* Preparing documents, meeting materials and correspondence
* Performing basic administrative support duties, as required, to meet specific operational objectives
* Attending skype Convention to provide IT support globally.
* Working extra hours to meet deadlines, as required and where reasonable
* Providing assistance and support to colleagues in IT-related matters
* Ensuring that a high level of customer service and support is provided to all internal and external customers

**Education**

**2003-2006 West Thames collage**

BTEC LEVEL 3 Diploma in System Support and network

GNVQ in ICT information communication technology

Grade: Merit

**HOBBIES & INTERESTS**

In my spare time, I usually spend it with either my family or friends. I thoroughly enjoy playing sport and I have a passion for Football, which I play on a regularly basis as well as bring the local children together and train to keep them off the streets and out of trouble. Possibility

 **References: available upon request**