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1: PERSONAL DETAILS

Date of Birth: 14 February 1992
Marital Status: Single
Nationality: South Africa
Sex: Male
Driver's License: Code 8
Languages speak, read and write: English and IsiXhosa

2: COMPUTING CAPAILITIES

- **Cisco Certified Network Associate (CCNA) Certified (CSCO13310209)**
- **ICDL : MS OFFICE 365**
- **Cisco Certified Network Professional (CCNP) written and passed Troubleshooting and Switching exams. I will be writing Routing Exam June - 2020.**

3: QUALIFICATIONS

- **2017 Post-Graduate Diploma in Information Systems Auditing at UJ**
Majoring: IT Service delivery and Support, Systems & Infrastructure Life Cycle Management, and Business Continuity and Disaster Recovery
- **2014 Bachelor of Technology in Information Technology at NMMU**
Majoring: Advanced Communication Networks IV and Information Security IV
- **2013 National Diploma in Information Technology at NMMU**
Majoring: Communication Networks III, Operating Systems III and Networks III
- **2009 Completed Matric with exemption**
Mathematics, Physical Sciences, Life Sciences, Geography, English and IsiXhosa

4. WORK EXPERIENCE

- **2019-05-02 – Present -:** Packet Core & Cloud Support Engineer at Ericsson.
Relating to Network configurations, Perform Customer Problem Resolution, Analysing, Tracking, Perform Software Updates, Presenting & Communicating

Information. Interact with customer technical staff, operation managers, service engineers and other groups within the Service Delivery organization. Areas of focus: 2G, 3G, LTE, 5G Architecture, and cloud solutions within the Ericsson portfolio.

- **2015-11-02 – 2019-04-30 -:** IP/Data Core Operations Engineer at MTN SA.
- **2015-01-12 – 2015-10-30 -:** Core Systems Integrator (CSI) Intern at Ericsson.

5: KNOWLEDGE AND UNDERSTANDING

- **Packet Core Network Infrastructure**
 - Ericsson Evolved Packet Core (EPC) Infrastructure.
 - GSM (2G), WCDMA (3G), LTE (4G) and 5G telecommunications network.
 - FTTx GPON network, Wi-Fi (Including Wi-Fi Calling), Access Point Names (APNs), VoLTE creation and troubleshooting for corporations.
 - Serving GPRS Support Node-Mobility Management Entity (SGSN-MME), Evolved Packet Gateway (EPG), Service Aware Support Node (SASN), Broadband Network Gateway (BNG), Wi-Fi controller and Access Points
 - WIFI Media Gateway (WMG) installation and operation for VoLTE and VoWIFI.
 - IPworks DNS for the mobile and corporate (APNs) network.
 - Event data analysis, Troubleshooting and Incident Management.
 - Deep Packet Inspection (DPI) configuration and troubleshooting technologies
 - Monitor and review infrastructure-related incidents and problems.
 - Narrow Broadband- IoT technologies (including APNs).
 - Provide tier-1 for customer support request for the investigation of customer network faults on the Packet Core Network and Cloud Infrastructure.
 - Radius and DNS administration [IPworks Storage Servers (IPW SS)] Linux node
 - Linux System administrations for Packet Core nodes.
- **Distributed Systems (Different Linux flavours)**
 - Oracle Solaris (IPworks) Radius servers, Linux (Fedora 6, Ubuntu)
- **Network Management and Infrastructure (CCNA + CCNP R&S in progress)**
 - Cisco Certified Networking Associate (CCNA) Certified
 - Cisco Certified Network Professional (CCNP SWITCHING & TROUBLESHOOTING) Passed. CCNP ROUTING to be written Mid-2020.
- **Huawei Cloud Solution Training (vMSE)**
 - NFV Principle Installation and Operation
 - CloudOpera CSM Operation and Maintenance
 - CloudOpera Solution & Evolved Packet Core Fundamental Training

6: REFERENCES

Mr. Dheeren Naidoo

Position: Integration Engineer (Ericsson)

Phone: +2783 945 9777

Email: dheeren.aidoo@ericsson.com

Mr. Rob Forman

Position: Manager: Network and Platform

Phone: +27 83 212 3920

Email: Rob.Forman@mtn.com

Mr. Nishin Odolil

Position: Solution Architecture (Ericsson)

Phone: +2783 293 9483

Email: nishin.odolil@ericsson.com

Mr. Given Sidze

Position: Solution Implementation Lead

Phone: +27 83 212 8055

Email: Given.Sidze@mtn.com