

MICHAEL GORDON ANDERSON, BSc, CCNP, MCSE

219 Avery Lane, Apt. #7, Los Gatos, California, 95032, USA

Email : PACKET_PUMPER@HOTMAIL.COM Tel : +1 (408)853 0980

PERSONAL DETAILS

Date of Birth : 12th March 1971 Marital Status : Single Nationality : British Passport No : 004627290

EDUCATION AND QUALIFICATIONS

2000

Interquad Learning, London, UK

Cisco Certified Network Professional : CCNP 2.0

- Switching(BCMSN) Exam 640-504 Passed
- Remote Access(BCRAN) Exam 640-505 Passed
- Support (CIT) Exam 640-506 Passed
- Routing (BSCN) Exam 640-505 Scheduled for May 2001
- CCNA Exam 640-507 Passed

1996

Technology Education Centre, Walnut Creek, California, USA

Microsoft Certified System Engineer Exams Passed

- Implementing and Supporting NT Server 4.0
- Microsoft NT 4.0 Enterprise
- Internetworking with Microsoft TCP/IP on Microsoft Windows NT 4.0
- Supporting Microsoft Networking Essentials
- Microsoft NT 4.0 Workstation
- Supporting Microsoft Internet Information Server 3.0

1991 - 1992

Aberdeen College of Further Education, Aberdeen, Scotland

Post Graduate Diploma in Computing Systems Analysis & Design

1988 - 1991

Robert Gordons Institute of Technology, Aberdeen, Scotland

BSc Degree in Electronic and Electrical Engineering

1983 - 1988

Cults Academy, Aberdeen, Scotland

10 SCE 'O' Grades & 3 SCE 'H' Grades

TECHNICAL TRAINING

2003

Cisco Systems, Sanjose, California, USA

Five Day Cisco voice over IP

2002

Cisco Systems, Sanjose, California, USA

Five Day Deploying Cisco Qos for Enterprise Networks

Five Day Call Manager 3.1

2001

Cisco Systems, Uxbridge, UK

Five Day Advanced BGP Configuration and Troubleshooting

1998

Cisco Systems, Uxbridge, UK

Three Day Advanced EIGRP Configuration and Troubleshooting

Five Day Network Associates Sniffer Pro training.& ATM Training

Five Day Perl Training

Five Day Multicast Configuration course

1996

Cisco Systems, Amsterdam, Netherlands

Five Day Cisco LAN Switch & Catalyst 5000 series Configuration

Five Day Cisco Multiband Switch Service Configuration Course (IGX)

1997 - 1998

California, USA

Geo Train, San Mateo : Five Day Advanced Cisco Router Configuration

Cisco Systems, San Jose : One day onsite Catalyst Switching Technology Training

Protocol Int., Walnut Crk : Five day Introduction to Cisco Router Configuration

Learnix Ltd, Walnut Crk : Three day Advanced TCP/IP, DNS and Firewalls

Tech. Centre, San Fran. : 10 weeks evening classes Microsoft MCSE Training.

1993 - 1994

Edinburgh, Scotland, UK

Hewlett Packard : Technical training on HP 9000 - 700 & 800 series

SUN Microsystems : Two day Technical Product training course

QA Training : Five Day Supporting Novell Netware 3.x

EMPLOYMENT HISTORY

1998 - 2001 Cisco Systems, San Jose, California, USA - Design Network Engineer

January 2002 – December 2002, Global Network Design Engineer for Cisco IT Transport

Member of global network design team, responsible for providing leadership with IP addressing, multicast, WAN and satellite technologies. Design projects successfully completed;

- Global Multicast Strategy.
- Deploying SSM (Source specific Multicast)
- Introduction of MPLS/VPN technology to the EMEA theatre
- Global one-way satellite strategy

Also, responsible for providing 7x24 operational support for global WAN backbone infrastructure.

January 2000 – December 2001, London, Senior Lead Network Engineer for IT WAN Team

Provided technical guidance and leadership for team of five Engineers, one Project Manager & one Vendor Manager. Responsibilities included Designing and deploying WAN & Internet strategies into Cisco EMEA Enterprise network. Provided 7x24 operational support for WAN infrastructure in the 95 Cisco EMEA offices. The skills and knowledge developed whilst working this role were;

- Worked with Management to migrate old Operations team into separate technology teams.
- Key WAN projects Designed and deployed;
 - Dynamic DDR solution for all Cisco offices with single WAN connections
 - ATM solutions deployed to UK, Nordics and Germany offices.
 - UK shared WAN distribution layer consisting of 6509(MSFC), GSR & 75xx
 - Designed and developed a configuration tool for deploying Multicast to all routers
 - Worked as member of team developing Multicast strategy and deployed into network
- Support EMEA intra domain IGP Routing that consists of single EIGRP autonomous system
- Support and maintain Inter Domain Routing between EMEA and US that consists of BGP.
- Member of virtual team responsible for Global WAN backbone (STM1, BGP & 7513)
- Support Internet DMZ infrastructure that consists of dual ISP links
- Proactively identify network problems using syslogs, traps and SNMP Management tools.
- Developed a number of Perl/html/cgi scripting tools on SUN solaris platform.
- Received Cisco Achievement Award for Perl scripts developed to deploy Multicast configuration
- Co-ordinated testing and deployment of 12.1 IOS onto CORE 75xx Router infrastructure.
- Work directly with NSA representative on WAN Design and IOS recommendations
- Perform 7x24 oncall support that would involve troubleshooting and reporting network outages
- Seconded to Cisco US WAN team based in San Jose, California for a period of two months.

July 1999 – December 1999, Network Engineer in Cisco EMEA Implementation Group

- Implemented network infrastructure for Cisco's large corporate user offices in EMEA that involved extensive travel in Europe and delivering projects to very specific deadlines. Technology deployed consisted of ;
 - User Access Layer : 5500 & 6500
 - Distribution layers : 5509 and MSM technology
 - Core network : 8500 & 6509
 - Secure Lab areas : PIX 505 & 3640
 - Remote Access : 5300/7200
 - OOB Console Network : 25xx
 - Server Farm : 6509 and MSM Router blades
 - IP Address scheme, Hostname registration and Network Management tool population
 - SUN Solaris based DNS & DHCP configuration

June 1998 – July 1999, Amsterdam, Network Engineer for Cisco EMEA IT Operations team

The team consisted of 8 Network Engineers located in Amsterdam providing 24x7 2nd and 3rd level operational support for all Data and voice services in Cisco staffed EMEA Offices. The day to day duties entailed providing support for the following;

- AS5200/5300 dialin POP's using ISDN-30(PRI) circuits for remote/home user environment
- Monitor and troubleshoot WAN infrastructure reporting circuit outages to carriers.
- Resolve tickets/cases forwarded to our work Queue relating to end user network problems.
- Supported EMEA Frame relay network consisting of IGX 8420 platform and Cisco routers
- Pro-actively manage the router and Switch infrastructure using Network Management tools
- Support and modify dial plans on Lucent PBX infrastructure and Octel voicemail services
- Monitor DHCP scopes leases and scale addressing appropriately as user growth demanded
- Produced oncall and daily duty schedule for operations team to ensure 24x7 coverage.
- Migrated EMEA Class B address and name space from flat files into Sun/WEB base mgmt tool

