

## **Steven Coutts B.Sc. (Hons) MBCS CCIE**

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### **Profile**

A driven and highly focused network engineer with a wealth of experience in delivering solution engineering and operational support to a series of large and complex projects within the finance, telecommunications, government, manufacturing, and engineering industries.

With substantial experience in implementing complex and scalable IT solutions to meet business objectives, I'm a confident, resourceful individual who can communicate at all levels and quickly develop rapport with others to construct great working relationships, ensuring major programs with multiple sponsors and drivers can be managed and implemented successfully.

I thrive within high-pressured environments and well suited to complex projects that require a detailed proactive approach to deliver solutions.

### **Qualifications Summary**

- 12+ years of experience working interactively with customers and all levels of management.
- Strong ability to work with all customers in an IT engineering role.
- Able to develop long-term relationships.
- Experience in all areas of client data support, including system design and implementation.
- Ability to solve technical support problems and work clients through difficult processes.
- Strong communication skills, including strong presentation and writing abilities.
- ITIL and project management experience.
- Management of network and systems infrastructure in large organisations.

### **Technical Skills**

- Cisco Switches (Nexus, Catalyst).
- Cisco Routers (ISR, ASR).
- HP Procurve/Aruba & Comware Switches.
- Cisco ASA Firewalls, Firepower.
- Check Point.
- Linux based firewalls (iptables).
- Snort IDS/IPS, Sourcefire.
- Wireless, Cisco (WLC), Meraki.
- Load Balancing (Linux-HA, A10 Networks, F5 BIGIP).
- Cisco Prime, Cisco ISE, Cisco ACS.
- Routing Protocol (BGP4, OSPF, EIGRP, IGRP, RIP, IS-IS), Routed Protocol (TCP/IP, IPv4, IP(v4&6)).
- VXLAN
- VOIP/IP Telephony (Asterisk).
- Various network monitoring systems.
- Network problem and performance analysis using tools such as Wireshark.
- Linux Administration.
- Bash/Python scripting, PHP, C.

## Education

**B.Sc. (Hons) Computing** – Sunderland University – 2000

## Certifications

**ITIL Foundation** – Jun 2007

**Cisco CCNA** – Sep 2011

**Cisco CCNP** – Oct 2012

**Check Point CCSA** – July 2014 (**Expired**)

**Cisco CCIE R&S** – Jan 2016

**Cisco Firejumper** – Feb 2019

**Check Point CCSE** – July 2016 (**Expired**)

**F5 Certified BIG-IP Administrator** – Jan 2017

## Courses

**VMware NSX: Install, Configure, Manage (v6.2)** – Jan 2018

**Cisco PRNE (Programming for Network Engineers)** – Feb 2018

**Cisco NPDESI (Designing and Implementing Cisco Network Programmability)** – June 2018

**Check Point CCSE R80.10** – Mar 2018

## WORK HISTORY

**Forfusion Ltd, Newcastle**

**October 2018 – Present**

**Position: Consultant**

- Consultancy/pre-sales for Cisco LAN/WAN/Security/Data Centre related solutions.
- Network solution design (HLD/LLD).
- Cisco SD-Access and SD-WAN Design and Implementation.
- Network automation using Python and Ansible.

**Softcat PLC, Home based with frequent UK travel**

**Feb 2016 – October 2018**

**Position: Senior Technical Consultant**

- LAN/WAN/WLAN/Security solution design and implementation for various customers.
- Network solution design (HLD/LLD).
- Example Projects -:
  - Design and installation of network in new HQ building, 4500 VSS, Nexus 5k and 2k VPC, 2960-X Edge stacks.
  - Design and installation of three new Checkpoint clusters each utilising 2 x BT MPLS and 1 x Virgin Internet links.
  - Design and installation of various Cisco controller based wireless solutions.
  - Design and installation of various Cisco ASA and Firepower based firewall and IPS solutions.
  - Design and installation of Cisco ISE authentication and guest access solutions.
- Network automation using Python and Ansible.

**Coutts Network Solutions Ltd, Sunderland**

**September 2013 – Mar 2016**

**Position: Director**

- LAN/WAN/WLAN installation for the FA at Wembley Stadium (BT Project).
  - LLD and installation of new Cisco 6807 based core switches, Cisco controller based wireless solutions, and edge switch refresh comprising a total of 97 communications cabinets.
- Contracting/Consultancy.
- Other Ad-hoc project-based work.

### **Flexnet Technology Solutions, Teesside**

**September 2015 – December 2015**

**Position: Principal Consultant (Contract)**

- Project based, network design and implementation work.
- LAN/WAN/Firewall/WLAN installation at Rolls Royce, Bognor Regis.
  - LLD and installation of new warehouse network. Cisco 3850 core switches, 2960 edge switches, Cisco ASA firewall in HA.
- High and low-level design documentation.

### **TSYS, Knaresborough**

**July 2015 – September 2015**

**Position: Lead Network Analyst (Contract)**

- Network design and implementation.
- Cisco, F5, Checkpoint based project work.
- Design and raising/implementing changes ensuring zero downtime to any customers.

### **IT Professional Services, Gateshead**

**March 2015 – May 2015**

**Position: Consultant (Contract)**

- New LAN/WAN installation for West Bromwich Building Society.
  - Cisco Catalyst/Nexus/Wireless/ISE/ Prime.
  - Installation of new network in headquarters building. Cisco 6807, Cisco Nexus 7k and 2k, Cisco controller based wireless, Cisco ISE for wired and wireless dot1x authentication, Cisco Prime.
- Consultancy on other projects, pre-install reports, project proposals.

### **Frontica Business Solutions, Stockton**

**October 2014 – March 2015**

**Position: Consultant (Contract)**

- Third line support for Branch Office and Data Centre LAN/WAN (Cisco Catalyst/Nexus).
- Third line support for Cisco IPT (CallManager).
- Third line support for Checkpoint firewall estate.
- Third line support for Riverbed/ estate.
- Third line support for Cisco Scansafe proxy solution.
- Maintenance for Cisco Prime/Solarwinds Orion.
- Documentation and design of existing and new solutions.

### **Aker Solutions, Stockton**

**January 2013 – October 2014**

**Position: IT Communications Engineer (Contract)**

- Third line support for LAN/WAN, firewalls and WAN acceleration for network with over 50000 clients (wired and wireless) and approximately 2000 managed Cisco devices.
- Maintenance of Cisco (Catalyst/Nexus), Checkpoint, and Riverbed infrastructure.
- Quality lead for WAN acceleration.
- Maintenance of Monitoring solutions (Solarwinds, Cisco Prime)
- International travel to oversee network upgrades.
- Implementation of Cisco Prime.

**Pearson Harper, Billingham**

**September 2012 – January 2013**

**Position: Systems Engineer (Contract)**

- Maintenance and troubleshooting of Network Infrastructure.
- Maintenance and troubleshooting of core Windows and Linux Infrastructure.

**Newcastle University, Newcastle**

**June 2008 – September 2012**

**Position: Network Officer**

- Maintenance and troubleshooting of NorMAN and campus networks. (Cisco, HP, VLAN's, VTP, Routing and Routed protocols (OSPF, BGP, IP, TCP, UDP, ICMP, IPv4, IPv6).
- Load balancing (A10 Networks).
- Providing internet and JANET connections to local FE colleges and other University's.
- Network Monitoring and Management (Nagios, RRDTool, SNIPS, Cisco LMS, Zenoss).
- Assistance with Windows Active Directory and VMWARE Infrastructure.
- Maintenance and management of public DNS servers (Bind).
- Maintenance and management of Linux servers (RedHat, Ubuntu, Squid, Apache, Heartbeat, Bind).

**South of Tyne and Wear PCT – NHS, Sunderland**

**October 2003– June 2008**

**Position: Technical Infrastructure Technician**

**Europa Magnetics Corporation Ltd, Cramlington**

**July 2000 – October 2003 - Position: IT Systems Support Assistant**

**South Tyneside College, South Shields**

**June 2000 – July 2000 - Position: IT Support Assistant (Temporary)**

**St Anthony's School, Sunderland**

**December 1999 – June 2000 - Position: IT Technician (Temporary)**