
CURRICULUM VITAE

Robert Lister

London, United Kingdom

DOB: 2/9/1976

Referees upon request.

KEY COMPETENCIES

- **System Administration:** All aspects of system administration, on Novell NetWare, Solaris, FreeBSD, Linux and Windows NT/2000, such as managing user access, creating and managing access to network resources and system management. Voice and Voicemail system management. Integrating SNMP Management and monitoring tools.
- **Network Security:** (Cisco, 3Com, Ascend, Lucent, Siemens, NT, UNIX, NetWare, SecurID, PGP, SSH, SSL, VPN, Web, Virus Scanning, Auditing) Defining and enforcing security policies. Keeping up to date with security patches, identifying and reporting security holes in software, Systems security tests and monitoring with security tools (crack, l0phtcrack, nmap, snoop, snort and IDS.) Raising user awareness to risks such as social engineering. Advising software developers on security and network issues.
- **Communications:** Switches and Routers (Cisco, Extreme, Foundry, Ascend, 3com, Lucent, HP, Bay.) Network Monitoring and troubleshooting LANs, WANs, ISDN, Dedicated Circuits (fibre, broadband, baseband, x.21, ADSL, and satellite) networking protocols including TCP/IP, IPX, NetBIOS, PPP, Frame Relay. Voice systems: (Asterisk/SIP, Patton, PABX Systems: Siemens HICOM/Hipath MCX Lucent Definity/INDeX/Argent) (DASS, DPNSS, Q.931, ISDN, Voice-over-IP.)
- **Internet/IP Services:** In-depth knowledge of popular Internet protocols (IP/SMTP/NNTP/TELNET/ICMP/HTTP/HTTPS/DNS/DDNS/DHCP/NTP/LDAP/IMAP4/POP3/BGP/OSPF) - Web scripting, perl/bash, HTML, web servers (Apache, IIS, Netscape Enterprise) cache/proxy/accelerator Squid cache. Technical contact for ISP services and DNS/IP name spaces.
- **Project Management:** Technical planning, design and specification, evaluation and implementation of large and small-scale projects. Wide range of project skills including technical drawing, creating floor plans and layout drawings, managing health and safety aspects of projects within the framework of CDM Regulations and Health & Safety at Work Act, etc.
- **User Support:** Supporting and training all levels of end users in both hardware and software. Installation, roll-out and configuration. Identifying end-user requirements. Documentation.
- **Cross-sector and cross-function competency:** Demonstrated in Retail, ISP, Services, Process Engineering and Automotive sectors.

CAREER REVIEW

August 2001 – April 2009 LINX (London Internet Exchange Ltd)

Senior Network Engineer: Support, upgrades and maintenance of the core network based on Extreme and Foundry hardware. Core network currently based in 10 co-location facilities linked together with 10Gbps Ethernet, (or multiple 10G Ethernet trunks) Routing based on Cisco hardware, outage management and emergency call-out. Fault analysis and post-incident reporting.

Working on various projects such as Voice-over IP, Private Interconnect, Network Monitoring and Improvements to the internal network and security. Liaising with ISPs, Co-location facilities and other Contractors. Overseeing the site Health & Safety policy, and ensuring work is being carried out within the safety guidelines.

Occasional ad-hoc support for colleagues and internal networking. Change control, process improvement.

Key Achievements:

- Expansion of existing data suites
- Planning and implementation of expansion in to 3 new data centres.
- Designed and implemented new network monitoring platform 'CentraLINX', and Layer 2 monitoring.
- Ongoing development of helpdesk ticket system 'req'.
- Project management of core network hardware and software upgrades and server migrations.
- Project management of lab test facility upgrade, and creation of extensive testing process.
- Instrumental in ongoing process improvements such as outage management process.
- Technical fit-out of network and voice facilities at new sites (data centres and offices.)
- Migration from INDeX PBX system to custom Asterisk based VoIP system.

May 1997 July 2001 - McLaren International Ltd (Now McLaren Racing Ltd)

Network Manager: Installation, support, administration and security of Novell NetWare, NT and UNIX Servers, e-mail systems, LAN/WAN hardware.

Daily management of all of the TAG McLaren Group servers, networks, voice and data comms.

Other job functions included managing projects, documentation, installing, maintaining and troubleshooting communications equipment, ISDN terminal adapters, leased lines and fibre circuits using Ascend, Tricom, Cisco and 3Com equipment. Responsible for the McLaren Web Site, LAN/WAN security and maintenance. Multiple Internet sites, which deploy Intranet and cache, proxy, mirroring and security techniques.

Planning, specifying, evaluating and implementing new software and hardware.

Key Achievements:

- Installation and management of a 24-hour network monitoring system.
- Specification and support of remote Satellite based Test team and Race team voice and data networks.
- 1st stage Planning of McLaren Technology Centre Project. Data Centre and Communications.
- Design and Implementation of New voice/Data Network of 4 Group companies at new and old sites.
- Design and Implementation of the Group secure mail relay. Connection of 4 disparate e-mail systems.
- Major upgrade and overhaul of TAG McLaren Group Servers and LAN/WAN, and IP Infrastructure, .
- Connection and security of group Internet connection, implementation of web proxy and internal web servers

August 1996 - April 1997 - Demon Internet Ltd (now THUS plc)

24 hour Front Line Technical Support: Assisting Demon, Cityscape, Turnpike, Conservative Party Internet, and Electronic Telegraph Customers who call for Internet service/product support with a variety of platforms, including DOS, Windows, Apple Mac, OS/2, Amiga and Acorn. Also worked in Network Operations Centre (NOC) Troubleshooting and identifying network problems and DNS problems etc. Knowledge of security principles. Identifying denial-of-service attacks and network abuse such as 'spam' and malicious postings.

April 1996 - July 1996 - Shoosmiths & Harrison Solicitors

Systems Administrator: Responsible for maintaining the legal database, LEGIS, handling Uninsured Loss Recovery (motor insurance claims and legal cases involving insurance companies). The job also involved Novell NetWare support.

August 1995 - March 1996 - Foster Wheeler Energy Ltd

PC Support Engineer: Work involved problem solving (DOS/WINDOWS/NETWARE), from 2nd Line Support calls, to build and configuration of new and existing machines. The company uses a wide range of hardware and software with a WAN/LAN that covers all of its Reading offices (5 buildings, and about 3000 users), as well as offices in all major cities in the western world.

Supporting the core desktop applications running across the network including UNIX systems, Hubs, Routers, Switches and WAN links, structured cabling and large scale office moves/changes.

May 1995 - August 1995 - Contracting

Various IT Contract positions.

Jul 1994 - May 1995 - MicroWise

Full time sales/support position: PCs, Software, Modems, Peripherals. Suppliers to home users, small/medium sized businesses.

Aug 1993 - Jul 1994 - Digital Equipment Corporation (Now HP)

Database Administrator: One year Traineeship working with a team in the Marketing Department using DEC's VAX network and a PC based Novell/Pathworks LAN.

EDUCATION

- Royal Alexandra & Albert School (1988-1990), Gatton Park, Reigate, Surrey
- Bulmershe School (1990-1993), Chequers Way, Woodley, Reading, Berkshire
- GCSE: English Language, English Literature, Mathematics, Double Certificated Science, History, Business & Information Studies, Design & Realisation

QUALIFICATIONS & TRAINING

- City & Guilds 7261 Level II NVQ - Information Technology.
- The Microsoft Consumer Induction Course. (Microsoft Europe)
- MCSE Track: Microsoft Windows NT 4 Administration. (Azlan Training)
- Cisco Router Configuration (ICRC) (Azlan Training)
- MCSE Track: Supporting Microsoft Windows NT 4 - Core Technologies (Azlan Training)
- CNA/CNE Track: NetWare 5 Administration (Azlan Training)
- Novell Certified NetWare 5 Administrator.
- exim Mail Transfer Agent (Cambridge University)
- SIEMENS HICOM 300 / 300 E PBX System Management (Siemens Training Services)
- exim Mail Transfer Agent - Advanced (Cambridge University)
- First Aid at Work
- Sun Microsystems: Solaris 8 System Administration 1
- Sun Microsystems: Solaris 8 System Administration 2
- LINX Accredited Internet Technician (LAIT) I, II & III
- Local Internet Registry (LIR) Training Course (RIPE NCC)