Samuel Cook

Network Engineer · CCNA Certified

Brisbane Region, Queensland, Australia

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Summary

I currently work within a network focused company, providing opportunities to expand my networking skills after completing the CCNA 200-301 certification in 2021.

During 2020 I Graduated with a Bachelor of Information Technology, majoring in Networking and Security. While finalising my studies I started working full time, allowing me to improve my time management when balancing competing demands. I have previous experience working as a mining surveyor and planner, and have been advancing my networking skills since 2015.

In addition to my growing network skills, I have previous experience with Microsoft Active Directory, Azure Active Directory, Microsoft 365 and Azure Functions. I have managed Windows Servers (2008 R2 to 2019) and Linux Servers (Debian and Ubuntu), VMware, Hyper-V, Veeam and 3CX VOIP systems.

Work Experience

eHealth Queensland
Herston, Qld

Operations Specialist - Wired Networks — *May 2023 - Present*

- Undertake assurance reviews for a range of services (server infrastructure, cloud services, biomedical services) with network impact ensure continued network availability.
- Review RFC documentation to ensure network changes clearly capture updates to network infrastructure while ensuring documentation related to network changes is accurate.
- Ongoing review of vendor network documentation related to major Queensland Health projects, providing feedback and assurance of ongoing network service continuity.
- Monitor and review network monitoring systems such as SNMPc, Solarwinds, Statseeker, Splunk and Splunk Cloud.
- Provide assistance for other network related services (voice, wireless, WAN) when required.
- Operational experience with Cisco Catalyst 6807 (Sup6T), 9606 (Sup-1), 9500s, 9300s, 3750s and 3560 series switching.
- Exposure to Cisco ASR 1000, ISR 2800 and 1800 series routers

IPTel Solutions
Milton, Qld

Consulting Network Engineer — *Feb. 2022 - May 2023*

- Create and update high level and detailed design network documentation for a brownfield migration of a collapsed core / distribution 100+ device network to a 3-tier MPLS campus network.
- Develop migration strategies with peers to incorporate a collapsed core into a new MPLS network.
- Liaise with customers to develop campus and floor distribution elevations.
- Assist with development and execution of network test cases prior to network deployment.
- Develop and maintain a campus IP schema with input from various customer streams.
- Operational experience with configuration of Cisco Catalyst series switching.
- Exposure to Cisco routers
- Leverage Ansible and GitLab to create and maintain switch configurations deployment stages.
- Design and deploy software defined network with MX105, MS320 and wireless MR44, MR76.
- Create Logical and physical designs for Cisco Catalyst 9800 Series and Cisco AireOS Wireless Controller networks.
- Migrate Cisco AireOS Wireless Controllers to Cisco Catalyst 9800 Series Wireless Controllers.
- Work with various vendors within health to understand their respective technologies and how the systems utilise the network.
- Troubleshooting complex networking and wireless issues with TAC and customers in single and multi-vendor environments.

IPTel Solutions
Milton, Qld

Wireless Engineer — *Mar. 2021 - Feb. 2022*

- Ekahau wireless designs, validation of Ekahau design using APoS methods.
- Onsite wireless surveys to validate and troubleshoot wireless design.
- Troubleshooting wireless related issues with customer equipment.
- Ekahau ECSE Design 2022 training.

Mach Technology (acquired by Orro Group October 2020)
Newstead, Qld

LEVEL 2 ENGINEER
Mar. 2019 - Mar. 2021

- Assist with data centre TPG service cut-overs during provider upgrades.
- Assist service providers with cut-overs from traditional services to NBN business and TC2 services for business customers.
- Monitor, action and resolve Zabbix monitoring agents across a range of customers.
- Troubleshoot Layer 1 and Layer 2 network connectivity for clients, identifying switch software faults.
- Troubleshoot Layer 7 issues, determining issues with Cisco router software.
- Build Ubiquiti PtP system integrated with Mikrotik hEX S routers to manage distributed satellite internet services across a cattle station.
- Exposure to bastion hosts and SSH tunnels to access customer network infrastructure.
- Powershell scripting to automate updates and patching for endpoints as well as other daily tasks.
- Installation and maintenance of Windows and MacOS using MDT and RMM tools.
- OnPrem AD, Office 365 and Azure AD/Exchange maintenance, on-boarding/off-boarding and issue resolution.
- Onsite customer support for ICT issues, documenting resolved/known issues to assist with resolution SLAs.
- Deployment of routing and switching equipment (Ubiquiti, HP, Mikrotik).
- Virtualised platform support (VMware, Hyper-V and KVM).
- Assist Level 1 staff through team based troubleshooting to improve team skills.

Shire Networks
Toowoomba, Qld

SYSTEMS ADMINISTRATOR
Mar. 2018 - Mar. 2019

- Virtualised platform support (VMware), build and deploy servers and SAN hardware with network configuration and maintenance.
- Work alongside Telstra technicians to provide services to remote locations, troubleshooting DHCP over provider networks.
- Troubleshoot satellite connectivity issues for remote site.
- AD maintenance, server migrations (2008 R2 to 2016), Windows OS and OnPrem Exchange installation and maintenance.
- Troubleshoot Veeam backup issues, test and confirm client backups.
- Provide recommendations for future implementations and upgrades.

Sitech Construction Systems
Rockhampton, Qld

WIRELESS SYSTEMS ENGINEER
Jan. 2014 - Mar. 2015

- Maintain, design and implement Rajant mesh networks across mining environments.
- Utilise Cacti monitoring software to review performance and faults of hardware.
- Troubleshoot Ethernet and wireless installations including analysis of healthy and unhealthy networks to determine optimisation options.
- Configuration of 3G/4G gateways for use with GPS base stations.
- Review and analyse existing mesh systems and suggest recommendations.

Glencore Coal Assets Australia
Oaky Creek and Rolleston Mines

SUPPORT ANALYST
Dec. 2012 - Dec. 2013

- Build, provision and maintain Alcatel-Lucent 6850E series switches across sites.
- Monitor network using Solarwinds software.
- Monitor and maintain backup microwave link between sites.
- Work on varying projects and disciplines within Mining and IT.
- Maintain and configure virtual machines with Hyper-V.
- Manage onsite cable installations through contractors.
- Create and update site infrastructure documentation.
- Manage remote and onsite personnel and computers.

Xstrata Coal Queensland
Oaky Creek Mine

GRADUATE IT ENGINEER
Apr. 2011 - Dec. 2012

- Deploy SOE builds to user computers and servers.
- Deploy approved software packages and investigation of unapproved packages.
- First level IT Desktop support and on-call support roster.
- Manage users and computers with Active Directory, Exchange 2007 and Powershell.

Earlier Experience

Newlands Coal
Newlands Underground Coal Mine

MINE PLANNER
Jun. 2008 - Apr. 2011

- Run schedules and forecasts with planning software. Provide reports for financial and management teams for monthly planning.

Newlands Coal
Newlands Underground Coal Mine

GRADUATE SURVEYOR AND MINE SURVEYOR
Nov. 2005 - Jun. 2008

- Maintain continuous production while working around existing departments. Responsible for surveying activities at mine site.

Education

USQ (University of Southern Queensland)
BACHELOR OF INFORMATION TECHNOLOGY, NETWORKING AND SECURITY

Toowoomba, Queensland
Feb. 2016 - Nov. 2019

USQ (University of Southern Queensland)
BACHELOR OF SPATIAL SCIENCE, SURVEYING

Toowoomba, Queensland
Feb. 2002 - Nov. 2007

Reference

Liam Habermann
OPERATIONS SPECIALIST - NETWORKS

Queensland Health (eHealth)

- Ph. 0432 587 594

Matt Parks
SALES MANAGER

IPTel Solutions

- Ph. 0422 003 199