

# Ismaila Jatta

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Network Engineer with over 5 years hands-on experience in a busy corporate environment, my specialties include data & VoIP network implementation, TCP/IP, network routing & switching, IP telephony, 802.11 wireless networks, network protocol analysis & decode, real-time packet capture, network monitoring, troubleshooting & analysis using Observer V12 and Solar Winds network management tool, Orion. I am a friendly, outgoing and helpful individual with the ability to work in a team and committed to excellent customer service at all times, currently looking for new and challenging career opportunities as a Field Network Engineer, VoIP Telephony Engineer, Wireless Network Engineer and Network Operations Engineer etc.

## WORK EXPERIENCE

- Feb 2009 – Present**      **Skills Finder™**      **Senior Network Engineer**
- Responsible for the installation, configuration and management of the Skills Finder™ Linux/Red Hat Enterprise web servers, configuring Apache, F-Secure Anti-Virus, SAN Backup, Checkpoint VPN-1 UTM Edge X16 firewall, SSL Certificate installations, cpanel, MySQL and general server hardening.
  - Domain name and DNS management, implementing web server intrusion detection systems,
  - Extensive knowledge of Internet Protocols e.g. TCP/IP, FTP, HTTP, SSH, SNMP, OSPF, TLS/SSL
  - Responsible for monitoring and maintaining web server security and applying new security policies.
  - Leading a team to develop overall strategy and vision of the Skills Finder™ service marketplace for businesses to Hire, Manage and Securely pay fully rated experts in an environment of mutual trust.
  - Building strategic marketing and business development processes with key technology partners
  - Responsible for overseeing and managing the day to day running of the Skills Finder™ marketplace
- Jun 2006 – Feb 2009**      **Leeds Metropolitan University**      **Senior Telecommunications Officer**
- Duties included designing, configuring, installing and troubleshooting various networking devices e.g. Nortel 8600, 5500 series Ethernet Routing Switches (ERS), BCM50 all-in-one converged voice and data communication system, Mitel 3300 ICP, SX-2000 VoIP telephony system, NuPoint Messenger, Unified Messaging, Cisco 2600 router and Aironet 1130AG Series access points. Good experience of using Observer v12 Network Monitoring and Analysis tool to diagnose and troubleshoot faults.
  - Very good technical knowledge of designing highly resilient and fault-tolerant network infrastructures using Inter Switch Trunking (IST), Multi Link Trunking (MLT) and Split Multi Link Trunking (SMLT) technology, this was demonstrated while working within a team responsible for designing, configuring and implementing the Leeds Met network, gained valuable technical skills whilst working with others.
  - Capacity to logically diagnose, troubleshoot and prioritise jobs in order to solve complex network problems. Examples include a recent network outage at Leeds met that affected up to 200 users due to damaged fibre links to a remote site – I quickly helped provide alternative wireless connectivity to the users whilst restoring normal services, and maintained excellent customer care throughout.
  - Responsible for the development, monitoring, operation and support of voice & data network services through the use of SolarWinds Network Management tool, Cisco IOS, Nortel Device Manager and Mitel OPS/Enterprise Manager. Learnt to be creative and resourceful in using own initiative to meet customer demands and maintain high levels of expertise at all times.
  - Sensitive and positive about asking technical questions and talking through possible solutions to non-technical users when designing specific communications systems or sub-systems. For example, during pre installation consultation with clients for the installation of voice and data network services in newly acquired building at Leeds Met, e.g. The Rose bowl of Leedsmet's business School.
- Jun 2004 – Jun 2007**      **Protocol National Ltd**      **Self employed IT Officer**
- Provision of evening and weekend 1<sup>st</sup> & 2<sup>nd</sup> line IT and network support services to staff and students at Harrogate College.
  - System administration, configuration and performing routine maintenance and backup of the college's Voice and Data network. Learnt to be self motivated while being self employed.

**Dec 2000 – Jun 2004      Initial Security Ltd      Security Officer**

- Monitoring CCTV, securing access, guiding visitors and protecting client property at all times.
- Reception, telephone duties, incident logging and liaising with the Police

**Nov 2000 – Jan 2001      Marks & Spencer      Customer Service**

- Customer service and advice on products, operating the cash register/till.
- Stock taking and keeping the shop floor clean and tidy.

## **EDUCATION & QUALIFICATIONS**

**Sept 07 – Jun 09 - MSc Mobile & Distributed Computer Networks - Leeds Metropolitan University**

- Modules include: IT Networks & Infrastructure - equivalent to CCNA (75%), Implementing VoIP Telephony (73%), Wireless Network Administration - equivalent to CWNA (73%), Mobile Wireless Communications (55%), and Innovation & Entrepreneurship (54%)
- A dissertation project based on investigating the best methods of managing Converged Networks running Data, Voice, Video on co-operate networks, this is due to be completed by September 2009.

**Sept 02 – Jun 06 - BSc (Hons) Computing – Computer Communications (2:1 Degree) - Leeds Met**

- 15 months work experience as an IT and Network Support Technician at Leeds Met University.
- Modules studied included: Advance Communication Technology, Data and Network Security, Network Systems Management, Human Computer Interaction and an Individual Research Project on the use of Ethernet simulation as a teaching aid in Universities and other academia.

**Feb 05 – Feb 05 - Leeds Network Academy**

- MCDST Microsoft Certified Desktop Support Technician (Certificate) On Windows XP Professional.

**Sept 01 – Jun 02 - Leeds College of Technology**

- NEAD Access to Higher Education – Computer Systems (Certificate)
- GCSE English (C/c), Maths (B/b)
- Coding and programming in C/C++ Levels 2/3 (Certificate)

**Sept 00 – Jun 01 - London School of Management**

- City & Guilds PC Hardware Engineering, CompTIA **A+** certification

**Sept 94 – Jun 00 - St. Peter's Technical High School**

- 8 GCSEs including English, Maths, Geography, Further Mathematics, Chemistry, Biology, Physics, Technical Drawing (Grades A\* to D)

## **ACTIVITIES & INTERESTS**

I am very interested in computer systems and networks, how they operate and contribute to modern business processes, converging network resources like instand messaging, telepresence, remote working, efficient online collaborations, eCommerce into one big infrastructure.

Currently voluntaring as a student representative for the Post Graduate Mobile & Distributed Computer Network students at Leedsmet and gained valuable customer service, effective communication leadership and people facing skills.

I'm a GOLD award holder of the Duke of Edinburgh's Award Scheme. As president of my local award scheme, I was responsible for organising, supervising and leading a group of 30 participants on an expedition trip where we helped clean up a local hospital in The Gambia.

My favourite sporting games are swimming and basketball. I enjoy meeting new people and being in the company of loved ones.

Sample Ethernet LAN Design: <http://www.ijatta.com/documents/GraphicsWork-Network-Schematics.pdf>

**References are available upon request.**