

# Aliu Sanusi

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## Profile

Results-driven IT Support and Network engineer with notable success in end user support, planning, analysis and implementation of LAN, WAN infrastructure, cloud computing and security initiatives. Strengths in troubleshooting highly technical, complex issues with ease and patience. Provides network support knowledge from Tier 1 to Tier 3. Certified in CCNA and Cisco Cyberops.

### Technical Skills and Tools:

<ul style="list-style-type: none"><li>• Technical issue analysis</li></ul>	<ul style="list-style-type: none"><li>• WAN/LAN and WLAN</li></ul>
<ul style="list-style-type: none"><li>• Application installations</li></ul>	<ul style="list-style-type: none"><li>• VoIP configuration and management</li></ul>
<ul style="list-style-type: none"><li>• Cisco wireless routers configuration</li></ul>	<ul style="list-style-type: none"><li>• Configuration management using Ansible</li></ul>
<ul style="list-style-type: none"><li>• Containerization using Docker</li></ul>	<ul style="list-style-type: none"><li>• Cloud environment: Amazon Web Services</li></ul>
<ul style="list-style-type: none"><li>• Cisco DNA Center</li></ul>	<ul style="list-style-type: none"><li>• Switching protocols( Vlan, Spanning tree, Etherchannel, Port security )</li></ul>
<ul style="list-style-type: none"><li>• Microsoft Active Directory Network configuration</li></ul>	<ul style="list-style-type: none"><li>• Routing protocols (RIP v2, OSPF, EIGRP)</li></ul>
<ul style="list-style-type: none"><li>• Cisco Identity Service Engine (ISE)</li></ul>	<ul style="list-style-type: none"><li>• Solid experience with Linux (Ubuntu and RedHat) operating systems.</li></ul>
<ul style="list-style-type: none"><li>• Proficient in TCP/IP protocols</li></ul>	<ul style="list-style-type: none"><li>• Risk Management</li></ul>

### Certifications and Licenses:

- Cisco Certified Network Associate - Cisco
- Cisco CyberOps Associate – Cisco
- Cisco Viptela SD-WAN Training - Udemy
- Full UK Driver license

### Soft Skills:

- Developed excellent customer service skills working on client sites with good experience of technical documentation.
- Through written work and presentations on my course, developed excellent written and verbal communication skills under pressure.
- High level of ability to pay attention to detail.
- Well organized, able to work on several different tasks at the same time and see them through to successful completion

## Career History

<b>Company Name:</b>	Tees, Esk and Wear Valleys NHS Foundation Trust. Durham UK
<b>Job Title:</b>	Network Engineer
<b>Dates of Employment:</b>	July 2023 - Till present

### Responsibility and Achievements:

- Installation of networking devices following a run book, connecting to a circuit, and communicating with a remote network team to complete testing and assist with network device migration.
- Designed, deployed, and maintained network infrastructure, optimizing data flow and connectivity for various clients.
- Diagnosed and resolved complex networking issues, implementing security measures and adhering to best practices.
- Collaborated with project managers to plan and execute system upgrades and expansions, meeting customer requirements.
- Conducted system audits to ensure compliance and documented network configurations and changes.
- Provided 2nd line support, troubleshooting issues and ensuring smooth operations for internal and external stakeholders.
- Configured and managed IP networks, analyzing security policies and implementing best practices.

<b>Company Name:</b>	Mission Foods Ltd
<b>Job Title:</b>	IT Support Technician
<b>Dates of Employment:</b>	January 2023 - June 2023

#### Responsibility and Achievements:

- Support the Head of Information Systems with all activities related with Administration, control, planning and Implementation of technology infrastructure required to support all business processes of the organisation in Europe
- Provide 1st and 2nd line technical support for Network devices, hardware or software problems.
- Microsoft Office 365 installation, troubleshooting and management.
- Support users in the use of Computer equipment by providing necessary training and advice
- Using critical thinking to break down problems, evaluate solutions and make decisions.
- Installation of networking devices following a run book, connecting to a circuit, and communicating with a remote network team to complete testing and assist with network device migration.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Provide support for phone and email requests in a professional and courteous manner
- Provide end user support for Microsoft Office product, Office 2013/2016 installation and configuration

<b>Company Name:</b>	GoPro IT consulting
<b>Job Title:</b>	Network Support Engineer
<b>Dates of Employment:</b>	January 2021 - December 2022

#### Responsibility and Achievements:

- Providing smart hand support for wireless LAN controller troubleshooting, network cable testing, SFP troubleshooting, racking and unranking network devices, and loading backup or primary boot files for Cisco network devices.
- Management of all Cisco routers and switches on the network
- Ip address management and assignment
- Network security assessment
- Monitored network capacity and performance to diagnose and resolve complex network problems.
- Integrated data, voice, and video networks for use in multi-site installations.
- Implementation, configuration and troubleshooting of Cisco ASA and Fortigate firewall
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, and systems.
- Setting up new account and managing existing ones on active directory
- Providing 1st and 2nd line IT support to various client of the company, resolving client technical issues, and assisting with hardware and software issues

<b>Company Name:</b>	First Hightower InfoTech Ltd
<b>Job Title:</b>	IT Support Associate
<b>Dates of Employment:</b>	October 2013 - December 2020

#### Responsibility and Achievements:

- Analysed overall application performance and recommended adjustments to meet plan goals., Support the roll out of new applications
- Ensuring that Service Desk systems and software are up to date, tickets are passed on, and feedback is received as soon as possible.
- Gathered, organized, and input data into the Judiciary information System
- Provided on-call support for network engineering duties.
- Maintained network hardware and software and monitored network to support network availability to end users.
- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system

### Education, Training and Qualifications

**Master's Degree**  
**CyberSecurity, 2023**  
**Teesside University, Middleborough, UK.**

**L5 DevOps Bootcamp, 2022**  
**Sunderland Software City and Gateshead College**

**Bachelor's Degree**  
**Physics 2012**  
**University of Ilorin, Ilorin, Nigeria**