



2nd



Gerald Manoo-Gopie

Service Centre Engineer at Ideal Group Ltd

Ideal Group Ltd • Synergy Networxx

Croydon, United Kingdom • 115 &

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Connect

CCNA Network Engineering certification achieved two years ago with one year experience configuring Cisco routers and switches as well as PIX and ASA firewalls. Achieved certification in Cisco Certified Network Ass... [See more](#)

Experience



Service Centre Engineer

Ideal Group Ltd

Dec 2016 - Mar 2017 • 4 mos

Brighton, United Kingdom

Working as a Service Centre Engineers as part of the 24 hour operation within the highly skilled Ideal Service Centre Team to deliver exceptional 1st Line support services to our customers.

Principal Responsibilities

Follow work Instructions and processes to manage incidents, investigate alerts and carry out change requests

Investigate and help resolve issues on customer's network and IT estates using agreed troubleshooting methodologies

Manage support cases to enable fast resolution that exceeds our customers' expectations, escalating as required



Cisco Trained Engineer

Synergy Networxx Ltd

Mar 2015 - Nov 2015 • 9 mos

London, United Kingdom

- Operation of IP Data Networks
- Cabling, IPV4/IPV6, LAN Switching Technologies, IP Routing Technologies, Network Device Security and WAN Technologies
- Implement an EIGRP based solution, given a network design and a set of requirements, document results of EIGRP implementation and verification
- Configure OSPF routing, document results of OSPF implementation and verification plan
- Good practical understanding of Subnetting and Advance Subnetting techniques like VLSM
- Configuration of Cisco Routers Series 26xx, Cisco 28xx, Cisco 36xx, Cisco 2950, 3560 and 3750 Switches, Implementing basic strategies for security/Cisco IOS firewalls and Implement an IPV4 based redistribution solution



Community Psychiatric Nurse

South London and Maudsley NHS Foundation Trust

Feb 2002 - Sep 2015 • 13 yrs 8 mos

- Maintain high standards of nursing practice ensuring that there is a clear evidence base for treatment provided.
- Demonstrate advanced clinical skills in practice and expertise in the use of modern medications.
- Demonstrate competence in managing patients in a 1:1 therapeutic relationship.
- Develop a good knowledge of the resources available locally for clients and their Carers, including access to Advocacy services.
- Develop a network of effective professional relationships with colleagues and other agencies in the statutory and voluntary sectors.
- To ensure that services provided are sensitive to the needs of individual clients and take account of their ethnic and cultural backgrounds. Work within a framework of anti-oppressive and anti-discriminatory practice.
- Prioritise client's needs, managing casework and managing time effectively.

Education



Synergy Networxx

CCNA, Cisco Network Engineering

2015 - 2016



Synergy Networxx

CCNP Route

2015 - 2016



King's College London

Mentorship in Nursing, Pass

2009 - 2009