

CURRICULUM VITAE

NAAM:	Marco Donkersloot
CONTACT:	+31 (0)6 49 13 59 65
FUNCTION:	(Senior) Network & Telecom Specialist
AVAILABILITY:	In consultation
RELEVANT KNOWLEDGE AND EXPERIENCE:	<p>Marco is an experienced infrastructure specialist with a specialization in larger infrastructure environments with a mixed environment of switches, routers, wireless, firewalls and VoIP.</p> <p>His particular strength is an in-depth technical knowledge of the infrastructure (Cisco (IOS / CAT-OS), HP, Juniper, Nortel), Cisco Unified Callmanager, Avaya, Checkpoint, etc.) and the ability for underpinning designs or problems (and solutions). His pro-active approach to resolve problems are highly valued by clients.</p> <p>Because of his broad IT knowledge and social skills he can easily be deployed in large environments.</p> <p>Marco has specialized himself in the recent years in Network and Security (CCNP / CCNP Voice / CCVP / CCDP / CCNA Security / IPS Cisco / CCSA - Checkpoint, Avaya Certified Associate (ACA) - VoIP Specialist).</p> <p>Currently he's working on Linux / Unix. The focus is now aimed at RedHat, and Ubuntu.</p>
MOTIVATION and / or RELEVANT SOFT SKILLS:	<p>Strong personal skills (summarized): analytical, creative, communicative, increasing very fast information / knowledge, quality oriented, punctual, methodical and social integrity.</p> <p>He has a strong commitment to further develop himself and his work environment.</p> <p>He is a team player with ever evolving skills on Cisco network and Cisco / Avaya voice and Linux.</p> <p>He also has extensive experience with voice networks and systems from other vendors. He is a great addition to the team.</p>

CURRICULUM VITAE

1. Personal Information

Surname: Donkersloot
First Name: Marco
Location: Spijkenisse
Gender: Male
Birth date: 07-July-1973
Nationality: Dutch
Position: Senior Network & VoIP Specialist
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2. Profile

Marco is an experienced infrastructure specialist with a specialization in larger infrastructure environments with a mixed environment of switches, routers, wireless, firewalls and VoIP.

His particular strength is an in-depth technical knowledge of the infrastructure (Cisco (IOS / CAT-OS), HP, Juniper, Nortel), Cisco Unified Callmanager, Avaya, Checkpoint, etc.) and the ability for underpinning designs or problems (and solutions).

Because of his broad IT knowledge and social skills he can easily be deployed in large environments. Strong personal skills (summarized): analytical, creative, communicative, increasing very fast information / knowledge, quality oriented, punctual, methodical and social integrity.

Marco has specialized himself in the recent years in Network and Security (CCNP / CCNP Voice / CCVP / CCDP / CCNA Security / IPS Cisco / CCSA - Checkpoint, Avaya Certified Associate (ACA) - VoIP Specialist).

3. Regular Education

1993 - 1995 Shell Business school – Vapro B and Vapro Ct – Diploma.
1992 - 1993 HTS – Maritime Logistics Management – 1st Year.
1991 - 1992 HAVO – Diploma.
1985 - 1991 VWO – to 5 VWO.

4. Specialized Training

2010 CCNA Voice - certificate obtained.
CCVP – Cisco Certified Voice Professional – certificate obtained.
CCNP Voice – Cisco Certified Network Professional Voice – certificate obtained.
Module TUC – Troubleshoot Unified Communications (642-426) – certificate obtained.
Module CVOICE – Cisco Voice over IP 6.0 (642-436) – certificate obtained.
Module CIPT1 – Cisco IPT 6.0 (642-446) – certificate obtained.
Module CIPT2 – Cisco IPT 6.0 (642-456) – certificate obtained.

2009 CCNA Security - certificate obtained.
CCSP – IPS – Intrusion Prevention System – certificate obtained.

2008 CCDA – Cisco Certified Design Associate – certificate obtained.
CCDP – Cisco Certified Design Professional – certificate obtained.

2008 Microsoft ISA 2004 Computer Based Training (CBT).
Microsoft ISA 2004 Firewall Training Computer Based (Trainsignal).

2007 CCSA - CheckPoint Security Administrator NGX1– certificate obtained.
WSU01 – Wireshark Functionality and Fundamentals .

2006/7	CCNP – Cisco Certified Network Professional – certificate obtained. Module BSCI - Building Scalable Cisco Internetworks. Module BCMSN – Building Cisco Multilayer Switched Networks. Module ONT – Optimizing Converged Cisco Networks (VoIP, QoS). Module ISCW – Implementing Secure Converged Wide Area.
2006/7	CCVP – Cisco Certified Voice Professional Course Module CVOICE – Cisco Voice over IP (642-432) – at Foundation. Course Module CIPT – Cisco IPT 4.0 (642-444) – at Foundation. Course Module QoS – Quality of Service – at Foundation. Module CVOICE – Cisco Voice over IP (642-432) – certificate obtained. Module CIPT – Cisco IPT 4.0 (642-444) – certificate obtained. Module QoS – Quality of Service – certificate obtained.
2006	Prince2 Foundation – certificate obtained. CCNA – Cisco Certified Network Associate – certificate obtained.
2005	ACA – Avaya Certified Associate IPT Engineer – certificate obtained at Avaya. ITIL Foundation – certificate obtained.
2004	Comptia Network+ – certificate obtained.
2003	Avaya Definity Release 11 at Effecta Education. Avaya Definity installation & maintenance at Effecta Education. Customer focus at “Fer Koop trainingen”.
2002	Avaya CMS: CentreVu Supervisor at Effecta Education. Avaya CMS custom reports at Effecta Education. Effective interviewing at NCOI. Working in Projects at NCOI.
2001	Avaya Definity: Expert Agent Selection (EAS) and Call Vectoring at Effecta CMS Management at Effecta Education. Avaya Definity Release 9 at Effecta Education. Communication training at “Fer Koop trainingen”.
2000	Education Telecom Manager at TeleTigers.

5. Project Experience

Jan 2011 – Present

KPN / Getronics / Newtel Essence

Function: Service and Field Engineer for an Avaya Business Partner

Equipment: Avaya Callmanager 3.x, 4.x, 5.x
Avaya Callmanager Express, MBT
Avaya SES
AIC
Quickcom
IP DECT R2, R4,

Size: 600 Customers with Companies up 40.000 employees.

- Change management on the Avaya equipment as described above.
- 1st, 2nd and 3rd line Troubleshooting on the Avaya equipment as described above.
- Installation and updating of gateways, S8300 and S87xx systems.
- Project Enexis: Migrate 22 Locations from Ericsson to Avaya.

June 2010 – December 2010

Capgemini Outsourcing – Outsourcing “Ministry LNV”

Function, Equipment, Size : See previous project “Ministry LNV”

Work:

- See previous project “Ministry LNV”.
- Various migration projects from LNV fatclients to Capgemini fat- / thinclients.
- Management and 1st and 2nd line troubleshooting of Cisco Unified Callmanager 7.

Dec 2009 – May 2010

Ministry LNV (Agriculture, Nature and Food quality)

Function: Senior Network & VoIP Specialist

Equipment: Cisco catalyst 2950 / 3560 / 3750 / 6500 (IOS / CAT)
HP procurve 5300 / 2600 / 2500
Cisco Contents Services Switches 11500.
Cisco Unified Callmanager 4 and 7, Cisco Unity 4.x (Voicemail), Peter Connects

Size: 350+ locations, 5.000 -10.000 employees

Work:

- Management and maintenance of Cisco (IOS / CAT-OS) and HP Procurve switches and Cisco VoIP.
- Management and 1st and 2nd line troubleshooting of Cisco Unified Callmanager 4.
- Project – Roermond migration to new infrastructure.
- Project – UR-Complex: Upgrade and renewal loadbalancer content.
- Network management tools: Cisco Works, MRTG, Linux, Linux scripting tools.

Dec 2008 – Nov 2009

Rabobank International, Utrecht

Function: Network & VoIP Specialist

Equipment: Cisco catalyst 2950 / 3560 / 3750 / 4000 / 6500 (IOS / CAT) / 9500.
Cisco router 1700 / 1800 / 2600 / 2800.
Juniper router m7 / m7i / m10i /m10i
Firewalls Checkpoint (Nokia IPSO & SPLAT) / PIX / ASA
Avaya Communication Manager 5.x, Voicemail, Nice Voicelogger, CMS, Proteus.

Size: 200+ locations, 15.000 employees

Work:

- Management, maintenance and troubleshooting of Cisco (IOS / CAT-OS) routers and switches in the international network (Europe / North- and South-America / Oceania / Asia / Russia).
- Management, maintenance and troubleshooting of the backbone – Juniper routers in the international network (Europe / North-America).
- Management and troubleshooting of International connections provided by various carriers (Europe / Asia / North- and South America / Oceania / Russia).
- Management and troubleshooting of connections and devices between Rabo and stock markets.
- Management firewalls Checkpoint / PIX / ASA (DMZ / Intern- / Intra- / Extranet)
- Management, maintenance and troubleshooting F5 BIG-IP® (LTM / GTM).
- Management and maintenance, 2nd line Troubleshooting for Avaya VoIP R5.x.
- Network and VoIP troubleshooting.
- Project – F5 loadbalancers : 14x F5's Upgrade from 9.3.x → 9.4.x and implementation of the new management and security features.
- Project – Memberbanks migration to Avaya: Preparation of the Infrastructure and rolling out the new Avaya VoIP and NICE facilities, throughout the Netherlands.
- Project – Ericsson PBX → Avaya PBX: Migration (+1200 users), inc. Call-Center and GRIP.
- Project – USE: Implementation of the complete new infrastructure for all Rabobank International Web Services in the DMZ; replacing switches, upgrading PIX → ASA, Checkpoint Firewall hardware upgrade and the complete rule implementation on the firewalls for the project.
- Network management tools: HP openview NNM 6.xen 7.5x, Crannog (Fluke) Netflow Tracker, Linux, Linux scripting tools, Itracs, Easy Vista, InfoVista.
- Avaya Management tools: ASA, CMS (Supervisor), Proteus.

International Network: The data network is IP based, with Cisco as the base and Juniper in the core. It uses MPLS and also several other connection types. QoS is used for business critical services. The Network links all the international branches, owned by Rabobank International together. It's a global network of hundred of sites in various cities (WAN links in various cities: 18 European / 8 Asian / 1 Australian / 1 Russian / +150 North and South American). The used protocols are BGP and OSPF. The VoIP network in the Netherlands and the UK is a complete self-contained network, next to the data network.

April – Nov 2008

Service Dienst Rotterdam – Municipality Rotterdam

Function: Senior Network Specialist

Equipment: Cisco catalyst 2950 / 3560 / 3750 / 4000 / 6500 / 9500
HP Procurve 2500 / 2600 / 2800 / 4000M / 5300XL
HP Blade System c7000
Firewalls Checkpoint (Nokia IPSO) / PIX / ASA

Size: 400+ locations, 7.000+ employees

Work:

- Senior / Foreman for the “external” management team.
- Management, maintenance and troubleshooting of Cisco and HP switches.
- Management Firewalls Checkpoint / PIX / ASA (DMZ / Inter- / Intra- / Extranet)
- Various Projects for replacement of HP Procurve to Cisco.
- DNS / DHCP Management.
- VoIP troubleshooting.
- Project – Design and installation of new locations inc. Wireless and VoIP.
- Project GBR-ONS – Installation Blade System c7000 and Cisco 3750 redundancy.
- Management tools: Cacti Network Graphs, Cisco Network Assistant, Nagios, Splunk, HP Procurve management, TCPDB.

Sep 2007 – March 2008

Automation Company Municipality Utrecht (ABU)

Function: Network Specialist

Equipment: Cisco catalyst 2950 / 3560 / 3750 / 6500
Cisco router 2600 / 2800 / 10720
Firewalls Checkpoint (Nokia IPSO) / ASA / Microsoft ISA
Bluecoat, F5 BIG-IP
Nortel Baystack 3x0 / 4x0

Size: 150+ locations, 5.000 employees

Work:

- Management and maintenance of Cisco / Nortel switches on Catherijnenet III.
- Management Nokia380-Checkpoint NGX-1 / Cisco ASA / ISA 2000/2004/2006 (DMZ / Inter- / Intra- / Extranet).
- Management Bluecoat PacketShaper 7500 v7.4 / F5 BIG-IP LTM.
- Management DNS / DHCP.
- Network and VoIP troubleshooting.
- Installation and delivery of new sites inc. VoIP.
- Project - Implementation HP openview NNM 7.5.
- Management tools: Cisco Works, HP openview NNM, Concorde eHealth.

Catherijnenet III: An IP-based (MAN / LAN) multi-service network based on Cisco components, using Resilient Packet Ring technology (RPR, IEEE 802.17). The network consists of 4 fibre rings of 4,8 Gb and makes use of MPLS and QoS (for VoIP). Catherijnenet III has 17 municipal departments connected to it, spread over 144 locations, these departments are separated by VRF. Protocols used are BGP and OSPF.

June – Sept 2007

Interpolis, Tilburg

Function: Network Specialist

Equipment: Cisco catalyst 3550 / 3560 / 3750 / 4000 / 6500
Cisco router 1700 / 1800 / 2600 / 2800

Size: 50+ locations, 5.500 employees

Work:

- Management Cisco switches / routers and 3Com routers / modems for remote workers.
- Management Nokia740-Checkpoint NGX-1.
- Management Nortel ASEM Alteon .
- Network and VoIP troubleshooting.
- Installation of Check Point firewalls.
- Management tools: Spectrum Oneclick, Cisco Works, VitalQIP, Cacti.

Jan – May 2007

Newtel Essence, Vianen

Function: Network Engineer

Equipment: Cisco 3550 / 3560 / 3750 / 4500 / 5500

Work:

- Installation and configuration Cisco core switches (4500), Cisco access switches (3560, 3750), HP access switches.
- Implementation of authentication (802.1x) on Cisco 3560/3750 switches.
- Implementation Quality of Service for VoIP systems (Avaya Communication Manager and Cisco Call Manager).
- Installation and configuration Cisco Call Manager 4.x.

Nov – Dec 2006

Eurocross, Noordwijk

Function: Senior Avaya VoIP Specialist

Work:

Size: 3 (international) locations, 300 employees

- Troubleshooter for the Avaya IP telephony systems.
- Programming changes and creation reports for various Avaya systems.

Sept – Oct 2006

Brabant Water, Den Bosch

Function: Network Specialist

Equipment: Cisco 3550

Size: 100 locations, 800 employees

Work:

- Management of Cisco Network and Avaya telephony systems.
- Troubleshooting Cisco Network and Avaya telephony systems.

September 2006

Avaya Nederland, Nieuwegein

Function: IPT consultant

Work:

- Consultant for the design of the Network infrastructure for the VoIP implementation for Athlon Car Lease.
- Consultant for Avaya, for tailoring Quality of Service settings between the system engineers from Athlon, the LAN-infrastructure vendor and IP-VPN supplier.

April – Sept 2006

Evides, Werkendam

Function: Projectleader & Adviser

Size: 100+ locations, 500 -1000 employees

Work:

- Managing cabling, mobile and company telephony vendors.
- Project – Various telecom renewal projects (fixed and mobile)
 - Cost optimization fixed and mobile network.
 - Removing infrastructure from repealed locations.
 - Renewal mobile telephony for all of Evides, inc. 24 hours service.
- Consultant for new telecommunication products and new developments to the management.

June 2005 – March 2006

Achmea, Noordwijk

Function: Network & Telephony Specialist

Equipment: Cisco 2950 / 3500

Nortel Baystack 3x0 /4x0

Avaya Definity, Intuity Audix, Nice Voicelogger, CMS, Calacsy, Conversant

Size: 7+ locations, 22.000 employees

Work:

- Management of Cisco / Nortel Network and Avaya telephony.
- 1st, 2nd and 3rd line Troubleshooting Avaya Definity
- Process improvement for Configuration management, Capacity management and Performance management

May – June 2005

- Project – Callcenter renewal for the new “Basic care system’

TeleTigers, Woerden

Function: Field Service Engineer

Work:

- On-site trouble shooter on Avaya IP telephony

March 2001 – April 2005

ING / Nationale Nederlanden, Rotterdam / Den Haag

Functions: Telephony Specialist Avaya Definity and Philips iS3070
Projectleader Quick Win migration projects.

Size: 4 locations, 10.000 employees

Work for Call Center telephony (Avaya):

- Management and maintenance van Avaya Definity and Nice voice logging, Audix voicemail, Calacsy.
- 1st and 2nd line troubleshooting Avaya Definity.
- CMS management & reporting.
- ITIL configuration management.

Work for Philips telephony:

- Philips Sopho iS3070 and DECT management with CLI and MAC Manager.
- Voicemail Call Express.
- ACD Management.

Work for Quick Win Migration projects:

- Creation of project schedules.
- Meetings about the functional needs of customers who move from Philips iS3070 to Avaya Definity.
- Functional and technical design.
- Programming for approximately 120-200 users per relocation project.
- Floor outlets – Implementation, design of the hardware address lay-out.
- Actuation of the Cable Technicians.

Jan. – March 2001

Consumentenbond, Den Haag.

Function: Telecom Specialist

Size: 1 location, 200 employees

Work:

- Management and maintenance of Avaya Definity, Audix voice mail, CMS, Calacsy.

Dec. 2000 – Jan. 2001

AKN (AVRO / KRO / NCRV), Hilversum.

Function: Telecom Specialist

Size: 2 locations, 700 employees

Work:

- Management and maintenance of Avaya Definity, Audix voice mail, CMS and Calacsy.

6. Working Experience

- 2009 – Present Unified Networks at Spijkenisse.
Function: Senior Network & VoIP Specialist.
- 2009 Opinity B.V. at Hendrik Ido Ambacht.
Function: Senior Network & VoIP Specialist.
- 2000 – 2008 TeleTigers B.V. at Woerden.
Function: Senior Network & VoIP Specialist.
- 1999 – 2000 C+L Automatisering.
Function: Technical Service Engineer.
Work:
 - Implementing Networks and Systems.
 - Troubleshooting the complete infrastructure.
- 1995 – 1999 Huntsman ICI BV. (Chemical-sector).
Function: Proces Operator II.
Work:
 - Operational work in four chemical plants, indoors behind the process management computers, and also outdoors in the factories.
 - Logistical planning (stock management and a part of the transport).
 - Deputy leader for 5 persons.