

# Ravi Virdi

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## Professional profile

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**A confident, determined Senior Engineer** with experience in media, pharmaceutical, airline and FTSE-100 corporate sectors.

**Technical background**, engaging with stakeholders at up to CEO / VP level, clients and 3rd parties, resolving complex issues whilst working in a team environment

**Six-Sigma & ITIL certified**, with experience of applying best practice frameworks and methods.

**Experience of resolving** complex issues across a variety of IT services including network and perimeter

## Key skills & business capabilities

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Technical support and delivery  
Change, Project and Service management  
Cisco and Microsoft Networking  
Service Transformation

## Technical skills & capabilities

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LAN, WAN, Wireless, WAN OPT  
Firewalls, Packetshapers, Steelheads  
Data Centre Server Virtualisation, Cloud computing  
Call Manager, IR Prognosis, Poly One Touch Dial, Telepresence Management Suite  
Unified Communications, IPT, Video Conferencing, Microsoft, Office 365  
Office fit outs, Data Centre migrations and building decommissioning projects.

## Career to date

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### April 2016 to Current PROVISIONING ENGINEER / PROJECT MANAGER : GSK

#### *Responsible for the support and delivery within the Collaboration team*

- Provisioning lead for the installation of 250 Smart Rooms across multiple geographical locations
- Gain understanding of the collaboration space including management tools such as Call Manager, Poly OTD and IR Prognosis
- Provide knowledge transfer, support and engineering throughout the collaboration space
- Project managed (AGILE) the tech refresh of 400 WAN OPT devices globally
- Project managed Office rollouts up to 5000 users (MAN, LAN, Wireless, Printing, VTC)
- Managed and engaged with 3rd party vendors, internal business units & key stakeholders
- Worked across multiple teams

### Oct 2015 to March 2016 TECHNICAL MANAGER : Vodafone

#### *Responsible/accountable for ensuring-critical services provided to customers are optimized through audit and remediation.*

- Developed end to end technical auditing of customer platforms and services to produce service improvement plans to address identified issues

- Managed the engagement model for requesting and scheduling audit exercises for the team and keeping key stakeholders abreast of changes
- Line management responsibility with end of year performance rating

**Mar 2005 to Sep 2015      NETWORK SERVICE MANAGER / NETWORK ENGINEER : GlaxoSmithKline**

***Responsible for managing the Global Network Service and deliver multiple IT projects***

- WAN, LAN & Wireless service management and design
- Managed and engaged with 3rd party vendors, internal business units & key stakeholders
- TCP/IP, VLANs, switching and routing tech refresh and support
- AWS, AZURE and Voice Services engineering and support.
- **Previous role as a Senior Network Engineer**
  - Provided 3<sup>rd</sup> / 4<sup>th</sup> line support for global network and perimeter environment
  - Lead swat calls with multiple vendors to resolve complex issues
  - Managed release management and tech refresh projects
  - Managed the NSCAB service (change management processes)

**Jul 2002 to Jul 2003      SNR NETWORK ANALYST/ TEAM LEADER: BSKYB**

***IT operational support for WAN/LAN network, 2<sup>nd</sup> and 3<sup>rd</sup> level support***

- Provided technical expertise to other technical departments and within the team.
- Worked in intense atmosphere due to the time critical nature within the Media industry.
- TCP/IP, VLANs, switching and routing tech refresh and support

#### **Education & qualifications**

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University of Hertfordshire  
BSc (Hons) Computer Science

Cisco CCNP, CCDP  
Microsoft MSCE  
Six Sigma Green Belt  
ITIL v3 Foundation

#### **Personal details**

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- Interests include coaching hockey at national league level, keeping fit and meeting people
- UK Citizen Flexible on location

References available upon request