

# Wagner Rodrigues de Oliveira

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## INFORMATION TECHNOLOGY & TELECOMMUNICATIONS

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IT&T professional with over 8 years experience in voice and data network design, implementation and support. Solid knowledge and experience in network management, LAN/WAN/MAN support, Voice over IP design, implementation and support, strong problem solving skills allied to a visionary, analytical and resourceful attitude. Portuguese and Spanish language skills are also part of my professional profile.

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## ACADEMIC QUALIFICATIONS & IT CERTIFICATIONS

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### Academic Qualifications

**Information Technology Graduate Diploma** – FASP – Sao Paulo / Brazil – 1994 / 1998.

**Networking Projects Postgraduate Diploma** – FASP – Sao Paulo / Brazil – 1999 / 2000.

**Master of Business and Technology (MBT)** – University of New South Wales – Sydney / Australia – Incomplete.

### IT&T Certifications

**C C N P** – Cisco Certified Network Professional (*since 06/Sept/2001 – CSC010157902*).

**C C D A** – Cisco Certified Design Associate (*since 05/Oct/2001 – CSC010157902*).

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## PROFESSIONAL EXPERIENCE

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### SPT Telecommunications - “Soul” ([www.soulaustralia.com.au](http://www.soulaustralia.com.au)), Australia

**Sales Engineer (NSW Government)** – *July/2006 to Present*

Major telecommunications carrier in Australia.

#### Environment

Cisco Routers and Switches, BGP, OSPF, EIGRP, RIP, VoIP, Cisco IPT, IOS, MPLS, QoS, CoS, TCP/IP, VPN, VPDN, DDR, ISDN, Gigabit Ethernet, MAN, LAN, WAN, SIP, H.323.

#### Responsibilities

- engage with the customer to understand key technical, operational, and business issues that can be mitigated or alleviated with Soul’s product portfolio;
- architect creative and innovative solutions aimed at solving business and operational issues;
- translate solutions into documentation, outlining the technical, business and operational inefficiencies/challenges that the product portfolio addresses;
- demonstrate technical knowledge and consultative skills leading technical discussions in network design, functionality and best practice;
- work as part of the NSW Government Sales Team formulating account strategies;
- work as part of the NSW Government Sales Team to increase revenue in major accounts;
- propose and demonstrate the products through the use of demos, whiteboard, presentations, etc;
- own the technical relationship with the customer;

#### Accomplishments

- ✓ design of highly complex network solution for a NSW Government department where load sharing between two major Data Centres enabled the customer to efficiently make use of bandwidth minimizing expenditure and maximizing uptime;
- ✓ support efficiently and with technical expertise Business Development Managers and Account Managers aiming to increase revenue on major accounts;
- ✓ selected by Senior Management to work on critical accounts with the objective to re-establish customer’s technical confidence with Soul’s products portfolio;

**EDS (www.eds.com), Australia****Telecommunications Coordinator / Leader – July/2005 to July/2006**

Leading global technology services company.

**Environment**

**Commonwealth Bank of Australia (CBA), ITIL**, Cisco Routers and Switches, VoIP, IPT, IOS, TCP/IP, VPN, SNA, Content Delivery Networks, Server Farms, Windows NT, Windows 2000/XP/2003.

**Responsibilities**

- Incident Management, Problem Management and Change Management in the Network Delivery Services team applied over the ITIL Framework;
- escalation point for carrier issues on services deployed to the Commonwealth Bank of Australia;
- coordinate work between Carriers (TCNZA/MCI/Telstra), Network Delivery Services team and client;
- coordination of team resources during high severity cases;
- network consultancy for Service Delivery Managers;
- technical review and logging of changes over the network environment;
- interview of new team members;
- provide and analyse performance reports (incidents and changes);
- coordinate workload for members of the Network Delivery Services team on CBA related support;

**Accomplishments**

- ✓ successfully applied ITIL Framework on every aspect of Network Coordination;
- ✓ demonstrated coordination skills increased customer confidence on services provided by the Network Delivery team;
- ✓ leaded partnership between 3<sup>rd</sup> parties (Carriers) and Network Delivery team improving quality of services delivered to Commonwealth Bank of Australia.

**Equant (www.equant.com), Australia****Team Leader – Implementation Team – July/2002 to July/2005**

One of the leaders in data, IP and voice services provider offering network integration and managed services.

**Environment**

Cisco Routers and Switches, Nortel ATM and FR switches, BGP, OSPF, EIGRP, RIP, VoIP, VoATM, VoFR, IPT, IOS, Frame Relay, MPLS, QoS, CoS, TCP/IP, ATM, VPN, VPDN, SNA, DDR, ISDN.

**Responsibilities : Team Leader** *(since 11/August/2004)*

- distribute and coordinate workload throughout the team of CCNP/CCIE engineers;
- act as escalation point for issues with VPNs being deployed by team members;
- interviewing, hiring and training of new employees;
- direct weekly team meetings, performance reviews, lessons learned sessions, appraisals;
- provide and analyse team performance reports;
- set team's objectives and deliverables;
- reporting performance, issues, accomplishments to Senior Management;
- document information for payroll including changes on roster maintenance and leave information;
- in addition to the Team Leader responsibilities, continuously provide services as a Network Engineer for the nominated region;

**Responsibilities : Network Engineer**

- design and deploy Cisco data/voice network components (software/hardware) based on a variety of projects using information acquired from customer;
- write router and switch configurations covering MPLS, QoS, MPLS-VPN, VoIP, IP Telephony and resiliency solutions, and IP addressing plans;
- assist on network changes and migrations on operational VPNs;
- support networks in more than 190 Equant PoPs worldwide, liaising with customers globally;
- assist Equant Project Managers and Professional Services on technical consultation pursuing best network solution deployment abiding by Equant standard practices and documentation;
- update internal databases with device information, change management procedures and project relevant documentation for future support and troubleshoot by Network Engineers and/or Operation.

**Accomplishments**

- ✓ successfully deployed routers and switches solutions always delivering IP/WAN services in a very tight time frame;
- ✓ successfully opened new business channels between Network Engineering team in Australia and Equant in South America improving services and support over the region;
- ✓ supported customers analyzing problems and providing accurate troubleshooting across a wide range of services and technologies provided by Equant;
- ✓ have been awarded an Equant's "Aspire Award" for excellence in customer services for projects in South America and Europe;
- ✓ promotion to VPN Implementation Team Leader as recognition to achievements while working as Network Engineer, and as recognition of commitment to the team and company goals through time.

## **Promon\*IP ([www.promonip.com.br](http://www.promonip.com.br)), Brazil**

**Networking Analyst – May/2000 – Feb/2002** (*resigned to emigrate to Australia*)

One of the major systems integrator and engineering company in Brazil.

**Project** *Pre-sales of Cisco DSL solution for Embratel/MCI Tier 1 carrier.*

### **Scenario**

ADSL, SDSL, HDSL, G.sHDSL, VoATM, Cisco 6260 IP DSL Switch, CDM (Cisco DSL Manager), Cisco 7200 Router, TCP/IP, IOS, Frame-Relay, ATM.

### **Responsibilities**

- design and implement network solutions according to customer requirements;
- demonstrate prototype of solutions using xDSL technologies (ADSL, SDSL, HDSL and G.sHDSL) with Cisco IP DSL Switches and Modems;
- thoroughly test equipment features and its management software (CDM) ensuring compatibility with the ATM and Frame-Relay network in use;
- organize and conduct regular meetings for status report and follow-up with customer explaining the technologies involved and demonstrating test results;
- constantly work with Cisco Technical Assistance Centre (TAC), Cisco Account Managers and System Engineers for channel support with Partner throughout pre-sales process.

### **Accomplishments**

- ✓ Promon\*IP and Cisco achieved agreement for sales and services of Cisco DSL solution to Embratel/MCI following successful technologies prototype deployment.

**Project** *Partnership between Promon\*IP, Cisco Systems and Tropic Telecomunications for development of a VoIP solution prototype for the Brazilian and Latin American Tier 1/2/3 carriers.*

### **Scenario**

VoIP (MGCP, SIP, H.323 protocols), Cisco MGX Switch, Cisco 7200 and 7500 Routers, Linux (SIP Gateway), Cisco Works 2000, Cisco WAN Manager, TCP/IP, IOS, VLAN, Frame-Relay, ATM, PoS, STM-1, E1, MPLS, QoS, VPN, Tropic's call agent equipment.

### **Responsibilities**

- research and evaluate various data network components involved in the project;
- implement appropriate solutions using acquired knowledge;
- develop test plans addressing all features and execute the test plans;
- perform site surveys for assessment of infrastructure requirements;
- write routers and switches configurations covering VoIP (MGCP, SIP & H.323 protocols), MPLS, QoS and IP addressing plans;
- install and set up Cisco routers & switches, 3Com switches and Cisco MGX 8850 (WAN switch);
- research and present results to stakeholders (Cisco and Tropic) discussing issues and risks as well as providing alternative solutions;
- constantly work with Cisco Technical Assistance Centre (TAC), Cisco Account Managers and System Engineers for channel support with stakeholders throughout project lifetime.

### **Accomplishments**

- ✓ design of a complex network solution with a variety of technologies (see above) acquiring an in-depth understanding of networking solutions in a challenging context such as telecommunication carriers, where VoIP standard protocols starts to play an important role.
- ✓ developed an understanding of the Partnership between Promon\*IP and Cisco recognizing importance of team work between partner and Cisco System Engineers for future projects.

**Project** *Deployment of an IP/ATM network for Intelig Telecommunications Tier 1 carrier.***Scenario**

Cisco GSR 12000 and 7500 routers, Catalyst 6500 switches, Cisco Cache Engines, Sun Servers (DNS, Web Server), Cisco Works 2000, Cisco PIX firewalls, TCP/IP, VLAN, ATM, PoS, IOS, STM1, E3, Gigabit Ethernet, structured cabling.

**Responsibilities**

- write routers and switches configuration as per network design documentation;
- perform infrastructure site surveys in various cities in Brazil;
- supervise the infrastructure team for on-going physical installations;
- set up equipment interconnecting all adjacent sites;
- ensure management tools are configured to accurately reflect the network;
- write and perform acceptance test plans covering management tools;
- support the data network to comply with customer SLA monitoring performance, usage, capacity, and troubleshooting upon failures;
- liaise with Cisco Technical Assistance Centre (TAC) for support and software upgrades, as well as Cisco System Engineers channel guidance.

**Accomplishments**

- ✓ implemented a large tier 1 carrier network, which had as objective supply IP services for its 10 sites with 100 nodes nationwide. This project had a high customer satisfaction due to the efficient solution delivered in very tight time frame;
- ✓ supported successfully the network in a post implementation period to fine tune it as well as troubleshoot TCP/IP, ATM and POS issues. This support included technical queries from customer's engineering staff regarding the new IP network.

**Project** *Support services and network expansion in different sites for AT&T Latin America***Scenario**

Cisco GSR 12000, 7500, 3000 and 2000 routers, Catalyst 6500 and 3000, WAN Switches (BPX and IGX), Cisco AS5300, TCP/IP, IOS, VLAN, ISDN PRI, ATM, Frame-Relay, X.25, PPP, DDR, VPDN, RADIUS, TACACS, Cisco Works, Cisco WAN Manager, MRTG, Modems, structured cabling.

**Responsibilities**

- troubleshoot WAN and LAN problems;
- upgrade network equipment, software (IOS configurations scripts & IOS) and hardware;
- set up new network equipment;
- manage and address performance issues on the network using management tools such as Cisco Works 2000 and Cisco WAN Manager;
- assist in configuration changes;
- analyse technically new products and solutions offered by AT&T;
- advise customer's staff members promoting business and technical solutions;
- liaise with Cisco Technical Assistance Centre (TAC) for support and software upgrades.

**Accomplishments**

- ✓ effectively supported the network analysing problems and providing troubleshooting across a wide range of technologies;
- ✓ increased AT&T business participation and service effectiveness in Brazil expanding its numbers of nodes and ports nationwide.

**Itau Bank ([www.itau.com](http://www.itau.com)), Brazil**

**NOC Administrator – Feb/1998 – May/2000**

One of the largest retail bank and financial institution in Brazil.

**Environment**

Cisco routers, switches and access routers, 3Com switches, Nortel X.25 and Frame Relay switches (DPN and Passport), various types of modems, LAN/WAN, X.25, SNA, TCP/IP, IOS, Frame Relay, DLSW, VLAN, IBM Mainframe and controllers, MVS/IBM, VSAT, UNIX, Windows NT, HP-Openview, Nortel NMS, Cisco View, MRTG, RADIUS, TACACS.

**Responsibilities**

- monitor performance, usage and capacity of the different networks;

- troubleshoot all the technologies upon failures using network management tools (HP-Openview, Cisco Works, Cisco View, MRTG, Nortel NMS, Illuminet/VSAT, MVS applications) and protocol analyzers including NA-Sniffer Pro, LAN Analyzer, Net X Ray and WG Domino;
- provision of X.25 and Frame-Relay resources on Nortel DPN and Passport switches;
- set up Cisco routers and switches interconnecting new branches to Distribution and/or Core routers;
- analyse and present performance and capacity reports to Senior Management;
- liaise with management to discuss changes on the network including issues and risks also to report on capacity and performance;
- design and implement operational procedures for users in branches and secondary management centres covering different technologies;
- liaise with users and secondary management centres assisting them on network operation matters and requisitions for network expansions.

**Accomplishments**

- ✓ effectively supported the network analysing problems and providing troubleshoot across a wide range of technologies;
- ✓ improved quality of network management on all secondary management centres producing accurate and detailed documentation and procedures.

**IBM Corp. ([www.ibm.com](http://www.ibm.com)), Brazil**

**Desktop Support – Jul/95 – Jan/1998**

Largest hardware, software and services supplier in the world.

**Environment**

PC Desktop, Notebook, Printers, Scanners, Modems, Windows 3.11/95, IBM OS/2 WARP, Windows NT, Novell 4.11, MS-Office, MS-Outlook and Internet Explorer, Lotus Notes, Lotus SmartSuite,

**Responsibilities**

- provide 1st level support (phone, e-mail and personally) for hardware, software, networking and other computer-related issues. This includes installation and set up of PC (hardware and software);
- manage problem resolution procedures, problem diagnosis, investigation, follow-up and escalation to 2nd and 3rd level staff;
- keep the knowledge database up to date with resolution procedures and troubleshooting methods;
- liaise with IBM Laboratory in the USA to obtain software and hardware information such as software releases, technical description of equipment and resolution procedures;
- liaise with vendors (Microsoft and Novell) for new software releases, upgrades and software patches;
- write technical specifications of IBM equipment.

**Accomplishments**

- ✓ supported customers analyzing problems providing accurate troubleshooting across a wide range of software and hardware.

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**ADDITIONAL EXPERIENCE**

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**Fred Hollows Foundation ([www.hollows.org](http://www.hollows.org)), Australia**

**Desktop Support / Volunteer – April/2002 to June/2002**

Non-profitable organisation providing research and medical assistance in developing countries around the world. This was a voluntary work following my arrival from overseas, while my job search on the IT&T industry was progressing. It comprises of supporting desktop users using Win2000 and MS Office while performing various tasks to maintain the Raisers Edge Database (fundraising software) including its population and validation of balance, accounts and donations repository.