Delight Nangatidza

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Professional Profile

Knowledgeable and qualified Network engineer with more than 5 years of experience in designing, installing, commissioning, integration, maintenance and troubleshooting hybrid enterprise and service provider network infrastructure. I have worked with various major vendor equipment Cisco, Huawei, Nokia, Alcatel Lucent, Juniper, Fortinet, Palo Alto, AWS.

Core Skills

Technical Skills

- Routing protocols (BGP, EIGRP, OSPF, IS-IS, RIP)
- MPLS, MPLS L3VPN, L2VPN, Traffic engineering
- IP Addressing (IPv4, IPv6)
- Quality of Service
- Layer 2 Switching (VLAN, VTP, STP)
- Layer 2 security (port security, VACLs)
- FHRP (VRRP, HSRP, GLBP)
- TCP/IP, DHCP, DNS, FTP
- RF Networks
- Linux servers
- Basic Programming skills (PHP, Python)
- VPC, Route53, VGW, Transit Gateway, Direct Connect

Soft Skills
- Ability to work independently and within a team
- Ability to work without supervision
- Ability to solve problems
- Ability to use time wisely
- Good interpersonal skills
- Can work under pressure
- Good communication
- Ability to grasp new concepts and apply them quick and efficiently

Career Summary

Dimension Data
Network and Security Engineer
Sept 2020 – Dec 2023
Key Responsibilities
- Installation, configuration, and support of Cisco ASR and ISR, Juniper MX, Nokia SR provider core, edge and customer edge routers, Catalyst switches, Metro ethernet and Cisco Nexus, Juniper EX, QFX Switches among other vendors
- Designing, deploying, and supporting of SD WAN networks
- Troubleshooting protocols such as OSPF, BGP, ISIS, MPLS, MPLS VPNs, Metro Ethernet links, QoS
- Act as an escalation resource during outages and troubleshooting
- Troubleshooting LAN Switching issues such as VLANs, STP, FHRP
- Ensuring adequate network services, capacity, and availability (e.g., bandwidth, switch ports, cables, and connectivity)
- Implementing Lift & Shift projects for different workloads
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- Provide Level-2/3 support and troubleshooting to resolve issues.
- Design and implement network and security solutions in hybrid cloud architectures.
- Managing Fortigate, Palo Alto firewalls in dedicated and shared environment for multiple clients
- Configure remote access VPN functionality
- Configure site-to-site VPN functionality
- Managing Fortigate, meraki, viptela SDWAN environment
- Liaising with vendors and other IT personnel for problem resolution.

- Configure firewall interfaces, network configurations, access control list, and policies, DPI, routing, remote access (VPN) and next-generation firewall feature sets implementing best practices
- Updating, maintaining, and creating new documentation of design using Microsoft Visio
- Network Monitoring, link usage monitoring, config management using Fenix graphs, SolarWinds, Rancid

Nokia
Field Service Engineer
June 2020 – Sept 2020
Key Responsibilities
- Day to day operation of Nokia XRS7950, SR 7750, SAR 7705, 7250 IXR 7210 SAS
- Installation, configuration and Commissioning and integration of CTN routers
- Provide Level-2/3 support and troubleshooting to resolve issues
- Troubleshooting MPLS Layer 2 and Layer 3 VPNs
- Perform network maintenance and system upgrades
- Design and maintaining As-built documents
- Installation of 2G/3G/4G/5G RF Network

Internet Solutions (A subsidiary of Dimension Data)
Network and Security Engineer
Mar 2020 – May 2020
Key Responsibilities
- Day to day operation of Cisco ASR 9000, ASR 1000, ISR 800, 4400, provider edge and customer edge routers, Catalyst switches, Metro ethernet and Nexus Switches
- Troubleshooting MPLS, MPLS VPNs, Metro Ethernet links, QoS
- Troubleshoot routing protocol such as OSPF, BGP
- Act as an escalation resource during outages and troubleshooting
- Troubleshooting LAN Switching issues such as VLANs, STP, FHRP
- Ensuring adequate network services, capacity, and availability (e.g., bandwidth, switch ports, cables, and connectivity)
- Managing Radware load balancing and DDos for enterprise customers
- Managing Fortigate, Palo Alto firewalls in dedicated and shared environment for multiple clients
- Configure remote access VPN functionality
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- Configure site-to-site VPN functionality
- Liaising with vendors and other IT personnel for problem resolution.
- Configure firewall interfaces, network configurations, access control list, and policies, DPI, routing, remote access (VPN) and next-generation firewall feature sets implementing best practices
- Updating and maintaining documentation of design using Microsoft Visio
- Network Monitoring, link usage monitoring, config management using Fenix graphs, SolarWinds, Rancid

Hardpro Pty
Network Engineer
June 2018 – Feb 2020
Key Responsibilities
- Configuring Cisco, Juniper, Huawei, HPE routers and switches
- Commissioning and integration of CTN routers (Nokia, Huawei)
- Resolve all customer queries which are already logged with the help desk
- Performing L1 and L2 support on daily basis
- Conducting of site surveys
- Installing, configuring, and monitoring mesh networks and control systems in mining environments
- Configure and monitor a variety of security devices and tools, including but not limited to: Anti-Virus endpoint, IDS/IPS, Firewalls, SIEM, NAC, patch management, and Vulnerability Management tools, etc.
- Perform vulnerability and network assessment scanning to determine whether information systems are protected, controlled, and provide value to the organization.
- Troubleshooting of client networks and log faults with upstream suppliers where necessary
- Designing, Installing and deploy new networks
- resolve issues by configuring switches, routers, and firewalls
- Configure networking equipment according to customer needs and wants

- Proactively suggest solutions to clients
- Liaise with customers and vendors
- Provide solutions to clients to improve service delivery
- Testing of network equipment received from suppliers
- Responding to customer call outs for wired and wireless networking equipment telephonically or by going to site
- Providing regular updates to clients on raised issues
- Escalate issues to Senior engineers and vendors where necessary
- Installing and troubleshooting wireless networks
- Configuring Cisco ASA and Palo Alto firewalls
- Troubleshooting and updating firewall rules, security zones, access control lists
- Troubleshooting MPLS
- Troubleshoot routing protocol such as EIGRP, OSPF, BGP RIP
- Troubleshooting LAN Switching issues such as VLANs, STP, FHRP
- Providing training to team members and share knowledge on emerging technologies
- Training users on best security practices
- Network monitoring using Solarwinds and PRTG software
- Installation of network cables and fixing/repairing of network points

Netvisions Global
IT Support Engineer
Jan 2016 – May 2018
Key responsibilities
- Respond telephonically to user issues
- Identify user information
- Log incidents / calls and complete checklists
- Conduct telephonic diagnostics to facilitate prompt resolution where possible
- Monitor severity of incidents, update the system, and escalate issues where necessary in line with policy
- Maintaining Aruba wireless access points
- Mantaining VMware, HyperV virtualisation environment
- Manage Windows and Linux server (web, email,)
- Complete Incident priority reports for shift handover meetings with the correct level of detail for current incidents
- Detect and respond to technical problems
- Provide desktop support by using diagnostics to facilitate prompt resolution where possible
- Coach end-users in the use of certain software
- Prepare for the installation of software
- Install or update required hardware and software
- Update SOPS and communicate about resources
- Update repository of standards Liaise with vendors with regards parts, repairs, services
- Configuring multi-vendor routers, and cisco switches
- perform installation of network equipment

Education& Qualifications

- Cisco Certified Network Professional
- JNCIS x2 (SP, ENT)
- JNCAI x3 (Junos, Security, Design)
- Fortinet NSE 7
- AWS Certified Solutions Architect Associate
- CCNA x2 (Cyber Security and Routing and Switching)
- Palo Alto Accredited Configuration Engineer
- Huawei HCNA
- Nokia NRS 1, NRS 2(in progress)
- BSC in IT
- National Diploma in Information Technology (NFQ6)

References available on request