ANDREY CHERTOLYAS

NETWORK ENGINEER | AUTOMATION | CODING | VOICE

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SUMMARY

Network, automation and voice engineer with 16 years of experience.

Experience in working as a part of multinational teams across multiple time zones

Project Management. Documentation. Mentorship.

SKILLS

Routing and switching - Cisco	Load balancers - F5, Citrix NetScaler
Routing protocols - EIGRP, OSPF, BGP	VoIP - Cisco CUCM, Cisco voice gateways
Automation - Ansible, Nornir	Contact Centers - Cisco UCCX
Coding - Python, Bash	Monitoring - LogicMonitor, Nagios, etc
Firewalls - Palo Alto	Operating systems - Linux

EXPERIENCE

Airbnb
03.2018 – 06.2020
Singapore

airbnb.com

SENIOR NETWORK OPERATIONS ENGINEER

Network automation (Python, Ansible, Nornir):
- Configuration changes
- Upgrades
- Interconnection with systems (IPAM/DNS/DHCP, monitoring, etc)

Administration and support:
- LAN/WAN/WLAN of the company (Cisco)
- Firewalls (PaloAlto)
- Load balancers (F5)

Handling level 2 escalations

Troubleshooting, fault analysis, repair

Monitoring - LogicMonitor - scripting, dashboards

DNS/DHCP/IPAM administration - Infoblox

Mentorship

Documentation

Projects

Automated update of OOB management system (done in Ansible)

Automated migration of AAA configuration for the whole fleet of Cisco devices (OpenRadius to Cisco ISE)

Multiple automation projects done in Python

Integration with tools (Infoblox, LM, PaloAlto, etc) over REST API

Assisting a vendor in developing REST API for a circuit management tool

Align Technology
06.2013 – 05.2016
Russia
06.2016 – 03.2018
Singapore

SENIOR NETWORK ENGINEER

Administration and support of LAN/WAN/WLAN of the company

Administration of worldwide Cisco-based telephony system of the company (CUCM, Unity, CCX, Cisco CUBE)

IT Project Management

invisalign.com

Projects	Redesign of APAC contact center and telephony systems:

- Consolidation of separate UC clusters (CUCM/UCCX/Unity)
- Dial Plan optimization
- Rewriting and optimization of all call center scripts
- Automation of the whole process (Python)

Redesign of a global dial plan of the company, migration from arbitrary prefix-based to E164 based call routing (partially automated)

Configured office data network for multiple offices - WAN/LAN/WLAN/UC (Ansible automation for the routers and switches)

IT Project Manager role in multiple office openings and moves: Tokyo, Sydney, Taipei, Seoul, Chengdu, Guangzhou, Singapore, others.

Created a structured and uniform approach to IT systems documentation: standardised network diagrams design, office passports and dial-plan documentation

Helios	**SYSTEM ARCHITECT**
12.2011 – 06.2013 Russia	Design and development of customer's Cisco VoIP infrastructure with involvement in all project stages: definition, initiation, planning, execution, monitoring & control.
	Project documentation
	Customer consulting
	Voice networks design
Projects	2 global full-cycle migration projects (traditional PBX to Cisco UC)
	Multiple CUCM/UCCX upgrades

Alfa Strakhovanie	**LEAD ENGINEER**
10.2008 – 12.2011 Russia	Support and development of a corporate telephony based on Cisco Unified Call Manager and Avaya Communication Manager.
	Administration of LAN/WAN networks.
alfastrah.ru	Avaya call center: IVR programming
Projects	

- Integration of Cisco and Avaya based telephony systems
- Interconnection of traditional PBX systems with CUCM/Avaya.
- Implementation of fax-to-email system

EDUCATION

1999 - 2004	**Samara State University of Architecture and Civil Engineering**
	Engineer

CERTIFICATES

Cisco Systems	CCNP Routing and Switching
	CCNP Voice
Palo Alto	Palo Alto Accredited Configuration Engineer
Logic Monitor	Logic Monitor Certified Associate (LMCA)