

BERNARD ESHUN

Network Engineer

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PROFESSIONAL SUMMARY

Network Engineer with three years' hands-on experience supporting enterprise LAN, WAN and Wi-Fi infrastructure across multi-site client environments. Cisco CCNP Enterprise and CCNA certified, with practical configuration and troubleshooting experience in routing, switching, VPN and firewall technologies developed through field engineering work and an extensive dedicated home lab. Experienced in on-site network equipment deployment and break-fix, connectivity fault diagnosis across the OSI stack, and escalation alongside NOC teams to SLA. British citizen with a full UK driving licence, available for site-based and field network roles.

CORE TECHNICAL SKILLS

- Routing & Switching (Cisco IOS)
- OSPF, EIGRP & Static Routing
- Palo Alto & pfSense Firewall Configuration
- ACLs, NAT/PAT, DNS & DHCP
- Network Monitoring & Incident Response
- Windows Server & Active Directory
- Network Hardening & Access Control
- VLANs, 802.1Q Trunking & Inter-VLAN Routing
- LAN / WAN / Wi-Fi Troubleshooting
- VPN — Site-to-Site & Remote Access (IPsec)
- Wireshark & Packet Analysis
- Cisco Packet Tracer & GNS3 Simulation
- Linux Server Administration (RHEL, Ubuntu)
- Cloud & Virtualisation (AWS, VMware)

PROFESSIONAL EXPERIENCE

Field Engineer

Jan 2026 – Present

Avaso Technology Solutions

- Installed, replaced and commissioned network equipment including switches, routers, access points and structured cabling across multiple client sites, restoring service with minimal business disruption
- Diagnosed and resolved on-site connectivity faults spanning LAN, Wi-Fi and WAN links, isolating issues systematically across physical, data link and network layers
- Coordinated with remote NOC and network operations teams to escalate and resolve complex infrastructure incidents within contracted SLA windows
- Deployed and configured end-user devices and peripherals to client network specifications, including addressing, domain join and VPN client setup
- Maintained accurate site visit records and network asset documentation in line with client ITSM processes
- Represented Avaso professionally at client sites, communicating technical status clearly to non-technical stakeholders

IT Support Technician

Jan 2025 – Jan 2026

CloudOrbit Limited

- Troubleshoot network connectivity across hybrid cloud and on-premises environments, resolving remote access, DNS resolution and routing issues
- Hardened SSH services across the estate: disabled root login, enforced key-based authentication and changed default ports to reduce attack surface
- Administered Linux servers (RHEL, Ubuntu, CentOS) including VM provisioning, package management (apt/yum/dnf) and kernel patching
- Configured and managed sudo permissions and file/directory access controls across multi-user environments
- Deployed and migrated Windows 11 environments across multiple endpoints, minimising downtime during transitions
- Delivered remote technical support via RDP, TeamViewer and SSH across distributed systems
- Configured cloud services including AWS instances and Google Workspace; maintained asset records in ServiceNow CMDB

IT Support Engineer

2024 – 2025

Abphil Ltd

- Supported LAN and WAN connectivity issues including Wi-Fi performance, VPN configuration and router troubleshooting for business-critical links
- Diagnosed and resolved faults across network infrastructure, PCs, printers and mobile devices

- Managed user accounts, group policies and permissions within Active Directory and Microsoft 365 environments
- Monitored system and link performance, maintaining SLA-compliant uptime for critical business systems
- Created and maintained knowledge base articles in Confluence, reducing repeat incident resolution time

NETWORK LAB PROJECTS

Self-directed configuration and troubleshooting practice in Cisco Packet Tracer and GNS3, supporting CCNA and CCNP Enterprise study.

- Built and documented multi-VLAN campus topologies: 802.1Q trunking, inter-VLAN routing, VTP and spanning tree, including deliberate fault injection and recovery
- Configured and verified OSPF and EIGRP across multi-router topologies, covering neighbour adjacency troubleshooting, route summarisation and redistribution
- Implemented standard and extended ACLs, NAT/PAT, DHCP and DHCP relay, and DNS services across simulated enterprise networks
- Configured site-to-site IPsec VPN tunnels and built pfSense firewall rule sets with NAT policies and segmented zones
- Used Wireshark to capture and analyse traffic, troubleshooting TCP handshake failures, DNS resolution errors and routing loops

CERTIFICATIONS

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|-------------------------|----------------------------------|
| ▪ Cisco CCNA 200-301 | ▪ Cisco CCNP Enterprise |
| ▪ Cisco CCNP Specialist | ▪ CompTIA Security+ SY0-701 |
| ▪ CompTIA CySA+ CS0-003 | ▪ CompTIA A+ 220-1001 & 220-1002 |

EDUCATION

BSc Information Technology <i>University of Energy and Natural Resources, Ghana</i>	2017 – 2021
A-Level Equivalent <i>TI Ahmadiya Senior High School, Ghana</i>	2013 – 2016

ADDITIONAL INFORMATION

- Right to work: British Citizen — no visa sponsorship required
- Full UK driving licence (HGV Category C+E) — suited to multi-site and field-based network roles
- Maintains a dedicated home lab for routing, switching and firewall practice
- Committed to ongoing professional development in enterprise networking and network security