Alexander Fisentzides

07913000326 | afisentzides@gmail.com | Kidderminster
www.linkedin.com/in/alexanderfisentzides/

About

I am a professional, hardworking and adaptable individual with a strong willingness to learn, develop and take on new challenges. I am self-motivated, diligent and curious, with a methodical approach to problem solving and the ability to adapt my communication and working style to suit different audiences. I am punctual, honest and reliable, and comfortable working independently or as part of a team.

Certificates, Education and Training

- Fortinet NSE 6 in Secure Networking September 2025 - 2027
- Fortinet NSE 4 in FortiOS July 2025 - 2027
- Cisco Certified Network Associate - June 2023 - 2026
- Installing and Configuring Windows Server - April 2019
- Full Clean Driving License
- Child Protection Safeguarding Training
- Fire Safety Training
- BTEC First Diploma Level 2 for ICT Practitioners - Distinction*
- BTEC Extended Diploma Level 3 IT - MMM
- Level 3 Diploma in Professional Competence for IT and Telecoms Professionals

Employment

- Redhill School, ICT Technician Apprenticeship, September 2012 - September 2013
- Redhill School, ICT Technician, September 2013 - September 2023
- The Best Connection, Service Desk Technician, September 2023 - November 2023
- King's Worcester, Network Technician, November 2023 - January 2025
- Securus Communications, Network Engineer, January 2025 – October 2026

Experience

Securus Communications

In my daily role at Securus, I manage and maintain core network infrastructures and customer LAN environments serving customers worldwide, ensuring seamless Layer 2 and Layer 3 connectivity across enterprise LAN, WAN and SD-WAN setups. My routine involves configuring, deploying, and supporting customer premise equipment (CPE) - including FortiGate, FortiSwitch, Cisco routers, and Cisco switches - within broader core architectures built across Cisco, FortiGate, and primarily Juniper. On a day-to-day basis, I handle routing, switching, and firewall operations to optimise traffic flow, redundancy, and network stability. I administer network security through enterprise tools, regularly managing policies and monitoring threat telemetry across FortiGate firewalls using FortiManager and FortiAnalyzer. I also handle wireless environments using platforms such as UniFi and Meraki. While at Securus, I also advanced my technical expertise by earning my Fortinet NSE 4 and NSE 6 certifications.

Beyond ongoing network management, I oversee the end-to-end provisioning lifecycle for new customer connectivity. This involves handling everything from initial circuit ordering and liaising with third-party carriers such as Openreach and BT to coordinate installations, to configuring and deploying CPEs across a range of services - including FTTP, SoGEA, and with a primary focus on leased lines - ensuring smooth and reliable service activations.

King's

During my role in the networking team at King's, I worked alongside the network analyst in configuring and supporting the network infrastructure across a large campus, across multiple schools. This included core routing and switching, along with policing traffic on Sophos firewalls. I also utilised Cisco ISE to incorporate port-based authentication, providing secure and dynamic network access to resources across the estate.

Redhill

At Redhill I worked within a small team providing IT support across the whole school. Implementing new technologies to drive innovative teaching and learning. My role gave me the opportunity to experience the day-to-day running of a busy organisation in a fast-moving environment. Given the nature of my profession, I have faced a broad spectrum of issues, consequently, giving me the ability to diagnose and solve a range of problems and meet the needs of different IT users in varying situations. I believe my experience in the educational sector has equipped me with a transferable skill set which can be applied in many roles. Whilst there, I completed my Windows Server training and became Cisco certified in order to develop my knowledge and skills further.

The Best Connection

In my role with The Best Connection, I was able to delve deeper into IT infrastructure working on a tight service desk where we supported over eighty branches across the UK and Canada. Working with both Windows Server, Azure, Intune and other software applications.

Skills

Networking

- Solid understanding of networking with both layer 2 and 3 technologies, LAN and WAN
- Routing, Switching and Firewalls
- Several protocols including BGP, OSPF, LACP, ARP, HSRP, TCP/IP, STP and DHCP
- VPNs IPsec and SSL
- Cisco IOS, Meraki and ISE
- Fortinet product suite including FortiGate, FortiManager and FortiAnalyzer, SD-WAN
- Juniper JUNOS
- UniFi and Ubiquiti

Windows

- Installing and configuring Windows Server
- Microsoft 365 Including Admin, Exchange and Sharepoint
- Multiple Windows OS and applications
- AD DS, DNS, OUs and Group Policy
- Experience with Azure and Intune

Google

- Google Admin and MDM
- Google Workspace
- Google Classroom