

William Browning

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Objective: Seeking an opportunity that will allow me to utilize my research and writing skills to provide educational and mentoring content.

Employment History:

Freelance, London, UK (04/2015 – Present)

Content Writer

- Writing and editing of the original content
- Creating and developing every ideas
- Creating and developing series ideas under informative, persuasive and narrative style format
- Working with private clients to provide content that supports the benefits of their goods and services

Dimension Data, London, UK (08/2013 – 08/2014)

2nd Line Support Engineer - Visual Communications

- Performing backups for estate infrastructure
- Knowledge of CUCM
- Knowledge of CTS Manager
- Analysis of infrastructural event and call logs to determine the cause of call errors
- Provisioning directories to endpoints via TMS
- Router configuration
- Basic knowledge of firewall port management Cisco Inversal access
- API command knowledge
- Provisioning of Text File base phone directories
- Content restore procedures and content management
- Basic knowledge of Linux program commands
- Basic knowledge of network troubleshooting
- General estate and endpoint and management
- Administrator skills and troubleshooting of Cisco infrastructure to include VCS, VCSM, CTMS Manager, TP Manager and CUCM

Dimension Data, London, UK (04/2012 – 08/2013)

1st Line Support Engineer-Visual Communications

- The initial point of contact for clients to deal with booking and troubleshooting issues
- HSRN Gateway and IP Gateway management
- Template creation for endpoints in TMS