

Darran Curant

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PROFESSIONAL SUMMARY

Leveraging 20+ years of experience, including the last 10 years within infrastructure management, system operations, service management, and disaster recovery, Adept at achieving outstanding results, An infrastructure specialist with a proven track record in support, adaptable and forward thinking, consistent, methodical, customer focused proven team player.

Areas of professional expertise:

- Infrastructure Support
- Amazon Web Services, Azure
- Customer Service
- Microsoft based OS
- Redhat, Debian based OS
- DevOps

PROFESSIONAL SKILLS DEMONSTRATED

Wells Fargo Bank / Wachovia Bank

01/2007 – Present

Wells Fargo & Company is an American international banking and financial services holding company headquartered in San Francisco, California, with "hubquarters" throughout the world. It is the world's second-largest bank by market capitalization and the third largest bank in the U.S. by assets.

Senior Infrastructure Support Analyst

- *Technical activities across multiple project sites within EMEA. Identifying and resolving business needs to achieve organizational goals in a large scale corporate banking environment using Dell and HP equipment.*
- *Implementing and maintaining Windows and Linux Servers from bare metal, including build out of data centre, racking, cabling, OS installation, maintaining, updating, High Availability Solutions, Virtualization, Backups, Troubleshooting of OS and applications*
- *Troubleshoot, analyse and resolve problems related to both hardware and software to resolution using different methods including server automation tools, monitoring tools and using change control procedures whilst creating and maintaining technical documentation and procedures.*

SELECT ACHIEVEMENTS:

- *Achieved optimal operations and functioning by overseeing continuous improvement initiatives to existing infrastructure, applications, systems, and software. Recommend and implement IT infrastructure requirements and upgrades to improve overall system performance and ensure high levels of security and data recovery.*
- *Managed the design and implementation of 3 data centres, applying technical expertise in Microsoft and Linux infrastructures and application servers in high-availability/fault tolerance configuration built using HP and Dell servers, VMware.*
- *Implemented various large-scale server monitoring and remediation efforts using automation tools*

Wachovia Bank

03/2000 – 01/2007

Wachovia Is Now Wells Fargo, founded in Winston-Salem, N.C. as Wachovia National Bank on June 16, 1879, Wachovia grew to be one of the largest diversified financial services companies in the United States

Helpdesk / Senior Trade Floor Support

- Extensive IT experience and strong support & installation skills in all areas of a Banking / front office trading environment
- Full support of desktops and applications in an Active Directory environment, Microsoft Office, install, configure, support and troubleshooting of operating system & application faults, network troubleshooting, connectivity issues, Reuters, Dealing, Bloomberg, and other trading apps set-up & installation, mobile devices, software installation, building & installing desktops/laptops/printers & hardware troubleshooting/installation/upgrades.

Omron Systems

09/1997 – 03/2000

Omron Corporation is an electronics company based in Kyoto, Japan Omron's primary business is the manufacture and sale of automation components, equipment and systems, but it is generally known for medical equipment such as digital thermometers, blood pressure monitors and nebulizers,

Technical Support Team Leader

- Providing remote support for nationwide 95-98/NT/Dos/Novel based LAN's and front end systems (EPOS)
- Telephone Support 1st and 2nd line technical support.
- Windows NT server Administration for local domains
- Design/development/implementation of windows call logging system with continued support to end users.
- Validation for a new release of EPOS software

BT Lineone Internet

09/1996 – 09/1997

LineOne was an Internet Service Provider in the United Kingdom in the 1990s. LineOne was a joint venture of News International, United News & Media and British Telecom. It then became the UK branch of Tiscali, which is now TalkTalk.

Technical Support Team Leader

- First and second line technical support.
- Investigation and resolution of customer problems relating to all areas of the service
- Online and off-line methods of production support and delivery of solutions.
- Training of temporary Technical Staff for product launch.
- On-going training of permanent Technical / Billing Staff.

Certifications

- **Redhat Certified System administrator (170-025-001)**
- **Amazon Web Services Certified Solutions Architect Associate (AWS-ASA-32296)**
- **Amazon Web Services Certified Developer Associate (AWS-ADEV-9898)**
- **Amazon Web Services Certified Sysops Associate**

RELEVANT SKILL SET

- With my strong written and verbal communication skills I am able to clearly define, document and communicate resolution plans, project plans and implementation procedures during day to day mentoring and knowledge transfer to others in both technical and procedural practices, Manage through to resolution whilst assisting in concurrent projects and serving as an escalation and resolution point for infrastructure escalated incidents, I am able to consistently and regularly communicate with company clients from front and back office up to board level.
- My adherence to incident management procedures whilst clearly communicating the identified underlying principles, reasons, or facts associated with information or data to draw conclusions allows me to deal with people in a manner which shows sensitivity, tact, and professionalism while planning, organising and prioritising time and workload in order to accomplish tasks and meet deadlines using Lean Six Sigma or Agile methodologies
- My Hands-on experience in a large multinational environment and ability to work under pressure and prioritise conflicting tasks has allowed me to supervise others by assigning/directing work, taking appropriate action when needed and training of staff in customer service and problem investigation and solutions.

OTHER RELEVANT INFORMATION

Languages: English, Italian (basic)

Skills:

- Support of all major operating systems including current server operating systems also proficient in the use and support of most Unix / Linux and MACOS (X) / BSD based OS's, Amazon Web Services
- Knowledge of most major banking software packages and office and database packages including trade floor application support.
- Windows Server administration and management (Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016)
- Active Directory User Management, Exchange User Management, Active Directory OU Management and Planning, Active Directory GPO Management and Planning, DFS Management and Planning
- Linux systems management, monitoring, and administration (Redhat, Fedora, Debian, Ubuntu, Amazon Linux AMI)
- Great AWS knowledge (VPN, VPC, Route 53, EC2, S3, Cloud Front CDN, ELB, RDS, Auto Scaling, , Cloud Watch, IAM)
- Azure knowledge
- Docker knowledge
- Continuous integration/ Development with Jenkins
- Configuration management and System Automation (HPSA, ansible, Chef)
- Server Monitoring and automated administration (HP SIM, DELL OME, HP SA, Nagios)
- Experience with virtualization technology (VMware, Hyper-V, VirtualBox, Vagrant)
- Knowledge, and understanding of PowerShell and Bash scripting
- Knowledge, and understanding of Ruby, Python
- Hardware Support, Build and Troubleshoot from initial build to production release of servers / pc / laptops
- Server Install and decom (Physical / Logical), Server Hardware Maintenance & Repair
- Server Layered Product / Middle Ware Management
- Backup Management (Including set up, restores, etc.) TSM, AvaMar, Backup Exec
- Veritas Replication Exec & DoubleTake Replication Management and Support
- NICE NTR / NIM Voice Recorder Management / Configuration
- Storage Provisioning and Management
- Cluster Design, Build & Management
- Datacentre Management & Capacity Planning
- Technology Refresh Planning and Lifecycle Management
- New Service Planning
- Software validation to evaluation/pilot release stage.