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Graham Beer

Professional Profile

An experienced IT professional with over 18 years IT industry knowledge gained in Retail, Automotive Services and Education. A passionate and highly focused individual with an excellent wealth of knowledge in End User Services, Scripting, Systems Management and Automation, with excellent skills in PowerShell combined with SCCM (2012 & CB), Office 365 and Azure.

A keen technology enthusiast who dedicates time to continually learning about current and emerging areas of technology specifically DevOps, Azure, PowerShell DSC, Pester and C#.

Co-founded the UK South Coast PowerShell User Group in April 2017 and organised sponsorship.

Technical Skills

Development: PowerShell, Team Foundation Server (TFS), Git (and GitHub)
Software: Office 365, Azure
Build Automation: SCCM 2012 & current branch, MDT, Intune, Vagrant
Tools: Visual Studio 2015, Chocolatey
Operating systems: Windows XP/7/8.1/10, Server 2003/2008/R2/2012/R2/2016, Active Directory
Experience of writing SQL Reports
Good basic understanding of Networking concepts.

Career Summary

04/2017 – 09/2017 POWERSHELL DEVELOPER (Contract) Specsavers

PowerShell developer and windows automation specialist within Office 365 project.

Key achievements
- Development of tools in PowerShell to automate or simplify account management processes within:
  - Azure AD
  - A multi-domain Active Directory forest (on-premise)
  - Exchange online
  - Office 365
  - SharePoint Online
- Implementation of business processes in code to support:
  - Account lifecycle management
  - Role management
- Development of a Windows Presentation Foundation (WPF) user interface in PowerShell to host tools and scripts:
  - Simplifying management of User account and mailbox creation
  - Configuration of multi factor authentication
  - Creation and configuration of licenses based on Company roles
  - Group assignment based on role
  - Company role change
  - Membership and preservation of mailboxes and OneDrive accounts for leavers
  - Code release management, version control, and documentation
- Development of unit testing using Pester to help ensure code can be updated.
- Obtaining requested information from management in Office 365 by using PowerShell to gather.

08/2016 – 04/2017 SENIOR INFRASTUCTURE CONSULTANT (Contract) Bournemouth University

Automation and SCCM specialist within the Windows desktop project. The Windows desktop team is responsible for building, managing and supporting Windows throughout the university.

Key achievements
- Created customized reports in SCCM utilizing SQL/SQL Reporting services to help assist on desktop inventory.
- Development of scripts in PowerShell for the Desired Configuration Management (DCM) compliance evaluation and remediation, consisting of:
  - Software version checks for over 300 applications

- o Hardware checks to confirm desired client specification met
- o PC location based on Active Directory OU and set of applications installed
- Reviewed Best Practice documentation and transferred knowledge for new implementations.
- PowerShell module development to automate the process of Software Update creation.
- Creation of zero-touch solution with PowerShell to invoke a task sequence at a required time.
- Development of HP bios configuration tool as PowerShell code to remediate and meet Bournemouth University standards.
- Creation of Windows 10 build image using MDT for deployment in SCCM.
- Upgrade of SCCM 2012 to latest current branch version.

10/2014 – 08/2016 SENIOR INFRASTUCTURE ENGINEER The Automobile Association

Senior Infrastructure Consultant within the Release Management team, who managed an SCCM infrastructure of 10,000 devices. The Release Management team was responsible for building, managing and supporting the SCCM current branch environment.

Key achievements
- Leveraged PowerShell for automating and monitoring SCCM administrative tasks:
  - o Deployment status of applications/packages
  - o List of deployed applications to collections
  - o Application and package creation
  - o Desired Configuration Management (DCM) compliance evaluation and remediation
  - o Task sequences
  - o User and device collections
- Providing technical expertise for a Windows 8.1 migration, package and application configuration/ deployment strategies, operating system deployment, and site hierarchy configuration settings.
- Performed SCCM Upgrade from 2012 R2 to current branch model.
- Use of PowerShell to enhance functionality in SCCM for software delivery, Including:
  - o Custom global conditions creation
  - o Application detection methods
  - o Requirement rules
- Installing and configuring Windows Server 2012 for SCCM.
- Good understanding of the SCCM infrastructure including boundaries, site server roles, and parent/child relationships in order to troubleshoot SCCM related issues.
- Documented SCCM architecture and build process, created support documentation.
- Administering Intune for device management and delivery of applications and integration with SCCM.

01/2014 – 10/2014 CLIENT DESKTOP ENGINEER MODERNISATION PROJECT B&Q / Kingfisher

Secondment to facilitate £10million Desktop modernisation programme.

Key achievements
- Managed and maintained Desktop builds using LANDesk Management Suite, producing version control documentation across all PC builds.
- Maintained Windows 7, 8 and 8.1 images using ImageX and DISM tools.
- Created software packages encompassing scripting with batch files and PowerShell. Tested, scheduled and distributed packages using LANDesk Management Suite.
- Created Endpoint Protection Policy management using LANDesk Security Management Suite.

02/2007 – 01/2014 SENIOR CLIENT INFRASTRUCTURE ANALYST B&Q / Kingfisher

3rd line Microsoft Windows client infrastructure and support Analyst.

Key achievements
- Provided remote IT support including On-Call out-of-hours service for UK B&Q distributed estate.
- Managed ad-hoc software installation, machine rebuilds, and user queries and requests.
- Installed software and applications, installed and configured peripherals, components and drivers, and configured and troubleshot desktops, laptops and servers.
- Worked with Active Directory maintaining user, group, and computer accounts, Group Policy.
- Troubleshooting of Network issues, including LAN/WAN, VLAN's TCP/IP/DNS, WINS, DHCP and VPN

06/2001 – 02/2007 RETAIL APPLICATION SENIOR SUPPORT B&Q

- 2nd Line IT support for UK B&Q stores including Windows and UNIX issues escalated from Service Desk.

Education and Qualifications

Professional Training and Certifications:
- Implementing Microsoft Azure Infrastructure Solutions (M20533)
- Microsoft Azure Fundamentals (M10979)
- Microsoft Certified Technology Specialist (MCTS): Administering and Deploying System Center 2012 Configuration Manager
- Administering System Center 2012 Configuration Manager (M10747)
- Windows 7, Enterprise Desktop Support Technician Course
- Bytes Fundamentals of Windows Server 2008 Course
- LANDesk Training Course: Overview of fundamentals, patching, deployment and AV management
- ITIL Course: Overview of widely-adopted approach to IT Service Management
- Advanced Information Technology and Intermediate Technology, GNVQ Level 3 *Eastleigh College* (1999)