Joe Nyland

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DOB: 24 September 1990

Personal Profile

A hardworking and responsible individual with an outgoing personality and excellent communication skills who enjoys meeting challenges and seeing them through, while remaining confident and good humoured under pressure. Is both a self-motivated individual when required, but also a key team player. Endeavours to complete work to the utmost standard, whilst ensuring that all other members of the team are consulted and advised at every opportunity. A problem solver with the ability to adapt well to new situations.

Skills and Experience

- Through both professional work and self-taught at home, a significant amount of experience of the following has been obtained:
    - Dynamic PHP, Python and static HTML5/CSS3 web development
    - Wordpress, Drupal and MediaWiki PHP based CMS systems
    - Git and SVN version control systems
    - Apache, Nginx and Microsoft IIS web servers
    - MySQL and Microsoft SQL Server SQL database servers
- Designed, built and optimised and currently hosts and maintains small websites and web apps for local SMBs.
- Works extensively with Amazon AWS cloud services, including EC2, Route 53, S3, Glacier and SES.
- Has a great deal of experience working with and supporting Linux control panels, such as cPanel and Plesk.
- Experience working with Google Webmaster Tools, Analytics and Adwords in SEO marketing campaigns.
- Comfortable utilising the open source Nagios infrastructure monitoring stack.
- Experienced configuring and working with VMware ESX/ESXi, Hyper-V and Amazon EC2 virtualisation technologies.
- Has an vast amount of experience and knowledge of the installation, customisation and maintenance of a wide range of operating systems:
    - Microsoft Windows XP, Vista, 7 and 8, Server 2000, 2003, 2008, 2008 R2 and 2012
    - Apple Mac OS X: 10.5 Leopard through to current 10.9 Mavericks
    - GNU/Linux: RedHat, CentOS, Debian, Ubuntu and Gentoo
- Possesses a solid understanding of TCP/IP networking protocols and the configuration and administration and DHCP and DNS infrastructure. Has also previously worked with Juniper and Cisco firewalls, routers and switches.
- Has accumulated a large amount of experience configuring and supporting major the following Microsoft products and services:
    - Active Directory: Domain Services, Certificate Services and related services
    - Exchange email server
    - SharePoint collaboration server
- Has experience writing packages for the open source community for the Synology range of NAS devices.
- Has gained valuable experience working in spare time; installing, maintaining and troubleshooting PCs and networks in the local area, including setting up wireless networks, software installation, support and basic tuition, formatting and building of PCs and servers, data recovery, installing and configuring additional peripherals.
- Excellent knowledge of Microsoft Office products: Word, Excel, Access, Outlook, Powerpoint, Project and SharePoint.

Work Experience

Construction Operative, Nyland Construction, August 2013 - Present
- A *temporary position* held whilst looking for work in the IT industry.

Linux Engineer, UKFast, January 2013 - August 2013
- Working as part of a large support team, supporting several thousands of Linux servers, clusters and complex bespoke solutions. Gained experience of supporting and administering Linux systems in a large hosting environment, supporting a wide and diverse range of customer solutions and requirements.
- Working with team leaders, tending to customer problems and providing solutions, whilst liaising with a range of departments within the business: Providing technical pre-sales advice, offering help and advice to account managers to maintain strong relationships with client base and working with data centre (NOC) engineers in disaster recovery situations.
- Helping with general Linux server builds, configuration, deployment, migrations and support.
- Assisting with the research and development of internal business systems, applications and services.

System Support Engineer, Kaleida, November 2009 – January 2013
- Telephone support for around 400 users (laptops/desktops/mobile devices) and 30 servers, both for Kaleida internally and also for their external client services.
- Asterisk VOIP Communications Server: Played a key role in the development, administration and support of a cloud based outbound dialler solution for Kaleida, using Asterisk. The product was designed to offer a flexible, decentralised, cloud based dialler for clients ranging from SOHO businesses, right through to call centres. Interest shown in the product from national and international brands and organisations such as BMW, National Trust, NHS Direct and Marks and Spencer.
- Monitoring and supporting internal and client services and infrastructure, including telephony systems, email services, databases and applications.
- Database administration for Microsoft SQL Server, Oracle MySQL and SQL databases.
- Hardware troubleshooting and diagnostics of desktops and servers.

- Procurement of IT hardware and software and externally provided services, such as virus scanning, virtualisation/ hosting, connectivity infrastructure, etc. and general office administration tasks

Education and Training

Microsoft Certifications
Contracted by Kaleida to participate in a Microsoft training scheme.
- Microsoft Certified Professional
- Microsoft Certified Desktop Support Technician
  - Windows XP
- Microsoft Certified IT Professional (MCITP)
  - Windows Server 2008 Administrator
  - Enterprise Desktop Support Technician on Windows 7
- Microsoft Certified Technology Specialist (MCTS) in:
  - Windows 7 Configuration
  - Windows Server 2008 Network Infrastructure Configuration
  - Windows Server 2008 Active Directory Configuration
- Microsoft Certified Solutions Associate
  - Windows 7
  - Windows Server 2008

Lymm High School 6th Form College, 2008 – 2009
- A2 in Design & Technology: Systems & Control
- A2 in Business Studies
- A2 in Biology
- AS in Chemistry

Lymm High School, 2001 – 2007
- 6 x GCSEs, grades A-C (Including Maths, English and Science)
- 1 x Btec completed to Distinction level (Construction)

Interests

- Researches new and upcoming technologies and is constantly striving to expand on their IT knowledge and experience.
- Works on projects in his spare time to refine skills and learn new technologies - Currently working on building a cloud based estimation & invoicing CMS web app for family construction business (PHP/MySQL based).
- Enjoys contributing to open source projects, helping out in discussion lists, participating in beta testing and debugging.
- Is a keen road and mountain cyclist. Enjoys taking part in organised rides, developing skills and training in his spare time. Commutes by bicycle to place of work, whenever possible.
- Is an experienced sea kayaker. Has also completed a Canoeing & Kayaking course to develop skills. Also enjoys swimming.
- Has a passion for music and is currently learning to play the guitar. Also enjoys reading books.

Additional Information

- Holds a full clean UK driving licence and owns his own car.

References and Sample Work

- References are available on request from all above schools, colleges and employers.
- Please also refer to some sample work on my website: http://joenyland.me/portfolio/.