




Matthew Pigram

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Personal statement

A newcomer to the IT industry but an old timer when it comes to all things tech. Currently maintaining the IT infrastructure and network for a company with a yearly turnover of £30m. We've recently just implemented Azure and dockerized our new website. I've mainly managed the Azure side, setting up VM's, the network and I will be heavily involved in the docker side as well. I'm also learning python, Ansible and polishing up my bash scripting.

I'm very passionate about IT and computing in general, which is why I've decided to make a career change at this point in my life. I've been around computers since I was 8 years old, I have built many of my own and spend a lot of time on my computer at home. I'm particularly interested in DevOps; I like the idea of working on both the infrastructure side of IT and getting hands on with development too.

Education

MTA: 98-366 - Networking Fundamentals - *Completed 29/03/2018*

CompTIA: N10-006 - Network + - *Completed 01/08/2018*

Employment History

IT & Systems Network Administrator, Comms Express, Chelmsford

(November 2018 – Present)

In my current role I manage most of the IT infrastructure, and work alongside my director and support the development team with any queries they have with infrastructure. I managed the majority of this on my own for the first six months, implemented lots of new standard practices and improved the general systems. As my role progressed, I started working a lot more with our servers, Linux and Hyper-V as this was something I enjoyed a lot more. I also work closely with development as I've created a good understanding for our in-house ordering system, with wanting to become a DevOps engineer this is really helping me understand issues they face and how to overcome them.

Achievements and responsibilities:

- Assisted in automating our Docker deployment to Azure - we are currently using Github actions, with ansible scripts to make launching VMs and pushing updates automatic for our developers.
- Implemented an Azure stack into our company. This enabled us to move all our internally hosted systems to the cloud. This was also planned to enable us to move our app into Docker and make deployment and updates easier.
- Currently looking after and maintaining 12 servers – We have two physical servers, which have 11-12 virtuals running. There are a mixture of Windows and Linux (Centos 7 – Kali)
- Aided our development team with testing, bug reports (finding where the issue is, what part of the system it's affecting - so they can focus on a fix) and suggested ways to further improve our internal apps.
- Set up company's first help desk and managed tickets daily (currently using Spiceworks)
- Implemented and improved password policies (removed password expiry – made min characters 12 – added self-service password)
- Helped company achieve its PCI Compliance – This entailed making sure we were using the right protocols within our network, organising scans of systems to ensure we weren't storing any card data anywhere and help setup systems for our internal pen tests.
- Implemented an asset tagging scheme for all IT equipment (also aided in our PCI Compliance)
- Organised office moves

- Restructured physical network configs (new Cisco Catalyst 9200 – re-organised the patching structure – added brush strips and ran cables back behind switches and patch panels to ensure front was clean and visible)
- Helped organise our new server room – ensured we had enough space – ventilation – secure doors – organised all IT equipment to be kept within.
- Working with SQL daily – We use many SQL servers for multiple in-house apps. The main one I troubleshoot daily is for our in-house order processing system. Orders are processed on the app, then sent through our SQL server to a back-end Sage server. Data is passed back to update order status and sometimes there are errors that need to be fixed to not put a halt on the service. I run queries to find order IDs, remove errors and to tidy up the tables.
- Organised our AD – currently working with 45 users, which are spread across 10 units on our site. The AD was organised chaos, so we added groups for each department, cleared out old credentials and generally organised it better.
- Reviewed our group policies and removed redundant policies and added new ones. Added a group policy in to reduce the size of the Outlook OST file, as it was caching far too much and causing users to reach capacity on their physical storage.
- Helped fix some of the vulnerabilities that came out of our most recent Pentest.
- Added WSUS to help organise our Windows updates and isolate any issues with the updates
- Created user map – server map – network maps
- Set up user awareness training on phishing emails, best practice for passwords etc

Senior Valuations Manager, Bairstow Eves (Countrywide), Elm Park, Romford, Gidea Park

(August 2015 – November 2018)

I covered three branches within Bairstow Eves, as an Area Lister. I have found the workload manageable which has shown me I'm more than capable to progress into further roles. Since taking on the role, this has given me the opportunity to increase conversion, hit higher weekly targets (9 Instructions per week) and maintain the consistent and professional service I always offer.

Achievements and responsibilities:

- Managing listings/valuations from three separate branches, including all marketing and general admin work.
- Responsible for gaining new business, whilst managing our existing clients and making sure our stock remains saleable.
- Increased our instruction conversion rate from 18% to 45% during my first 3 months.
- Exceeded all previous instruction records from the previous year for those months. (16 in one month)
- Kept vendors up to date with the sale of their property and any general feedback i.e. changes that could help sell the property.
- Using my company tablet daily to create floorplans, brochures, marketing documents and finalise agency agreements.
- City and Guilds qualifications in property sales, property appraisal. Full training in Anti-Money Laundering and Chain Management.

SaaS Sales Executive, Neopost UK, Romford, Essex

(November 2014 – April 2015)

Hobbies & Interests

I love everything to do with computers-mainly gaming but do spend a lot of time building/fixing PC's. I played at a semi-professional level in Counter Strike - Global Offensive (Online PC Game) a couple of years ago and finished in the top 20 in a European League (ESEA). I've also started working on a home project and started designing my own website using a Rapsberry Pi. Aside from this I mainly spend time with my fiancé (soon to be wife!) and see family and friends as much as I can!