

## Paul Gleeson

### Relevant Skills

Technical Project Management	Virtualisation	MS SQL Server
MCSE\MCSA	MS IIS	Server Hard Ware
Windows Server 2003\2008	MS Exchange Server	Terminal Server
Networking\Patching	Web Development	Microsoft SMS
Active Directory	CSS\Photoshop	TCIP\DNS\WINS\DHCP
Group Policy's	V-Workspace\Quest	

### Key Achievements

I have managed projects with duties such as desktop\server rollouts, decommissioning and consolidation projects, upgrades, user training, technical interviews on client's behalf, technical\site documentation, cabling, backup strategy and many others.

Other IT project experience also includes managing and maintaining major projects such as:

- Complete rollout's and upgrade's of System Management Server (SMS), some involving over 4500 clients in 13 different country's
- Site wide client desktop rollouts from Windows 98 to XP on multiple occasions
- Server consolidation
- Site audits
- Exchange Migrations\Upgrades
- Awarded Team Leader, project coordinator position for Harrods Knightsbridge.

I am also comfortable working with 3<sup>rd</sup> party and bespoke products. When I am exposed to new technology I find that due to my tenacity and extended experience in the IT industry that it allows me to absorb new subject matter with ease. I am also capable of working both in a team and unaided if the need be.

### Recent Employment history

July – August 2010	OCTAVIA (CONTRACT)
	The role was a 2 <sup>nd</sup> \3 <sup>rd</sup> line Service Desk Engineer and involved dealing with Windows IT support issues for a range of customers on an ongoing basis, ranging from basic end user support to network troubleshooting, 3 <sup>rd</sup> line server issues and system monitoring and management. These tasks were undertaken both remotely and on site at client's premises.
2009\ 2010	Webactive (Permanent)
Duties	I held a senior position dealing with 2 <sup>nd</sup> to 3 <sup>rd</sup> line support and project management. Webactive is an out source support company targeting the smaller business niche. They have a prestigious client base including organizations such as The Fat Duck, MJMAPP and Philip Mould. The company supported satellite offices with exchange servers and also remote desktop support utilizing a thin client solution with both terminal server and Quest software (Citrix alike) with an SQL Database.
Projects;	I was responsible for the sourcing, designing, implementing and supporting of the V-Workspace\SQL thin client solution. The system utilised Microsoft Hyper-V Server 2008 R2 as the "back bone" of the virtualization.

2006\2009	PC Masters (Company Owner\Self Employed)
	This was a sole trading company, dealing with PC support and web design, home visits PC repair and maintenance, small company network setup and support, Web design with PHP with MYSQL database implementation as requested. All of the previously listed technologies are applied during the day to day running of my company.
<b>Previous Employment history</b>	
2004\2006	Colt Telecommunications (Permanent)
Projects	Managing over 50 software rollout\upgrade projects thorough the SMS system. This evolved closely working with project management teams to ensure the successful sign off of each project. During which I preformed a full SMS system upgrade from 2.0 to 2003.
Management	Responsible to the upkeep of the SMS 2003 system with consisted of 3 primary servers and 13 distribution servers with over 4500 clients spanned across 13 countries.
Onsite Support	On the Microsoft Exchange 2000\2003 support team, SMS 2.0\2003 administration and general trouble ticket support using Remedy call software.
2001/2003	Harrods LTD Knightsbridge (Permanent) Team Leader
Projects	Fulham Football Club – Audit and reorganization of IT systems.  SMS 2.0 roll out - Spearheading the roll out of the SMS 2.0 project. Dealing with all aspects of the business, I was tasked with producing detailed proposals and project plans for the site wide roll out of SMS 2.0. I then managed the team undertaking this project which involved skills such as: change control, hardware specification, managing within budget constraints, time management, project coordination and diplomacy. The project was delivered on time and within budget.
Management	I was awarded Team Leader, Project Coordinator position.  I was responsible for a team of four MCSE level engineers. The skills that I had to utilize in undertaking this role included: task management, team member conflict resolution, time keeping and time management, discipline and grievance issues, project management, organization of tasks, dealing with third party company's SLA's and generating reports for management on all and any issues required. I was also responsible for a programme of server consolidation, server audits and backup projects.

1999/2001	<i>KF Group (Permanent)</i>
Projects	<p>I had sole responsibility for the roll out of SMS 2.0 throughout the Tempo sites (3 primary sites and one central site). He also acted as the administrator of the SMS system.</p> <p>I undertook an audit of all Tempo software using Computing edge products and produced a report for senior management.</p> <p>I acted as the Exchange 5.5 postmaster and was in charge of the entire Tempo mail system, its maintenance, upgrades and administration.</p>
Internal Support	I was a 3 <sup>rd</sup> line support technician & NT/LAN consultant, responsible for handling the day to day running of the Exchange 5.5 system (Administrator role) and NT4/2000 administrator for all Compaq servers, 3com hubs and Ericsson switches and routers.
On Site Support	I provided general support for users, managers and senior staff alike. This included the provision of hands-on training on third party software, trouble-shooting, general desktop support and network cabling, patching and general support duties.
1998/1999	COMPAQ (FX-Net & EBS Dealing Resources contract)
Project Management	I was responsible for the rebuild and optimization of the network, the introduction of switches and re-patching for faster Client / Server response times. He had sole responsibility for the Exchange 4.0 to 5.5 migration, the building of Compaq rack mounted Proliant 3000's (from boxed), with "Smart 2DH" raid controllers, UPS, DLT loader and the configuration of the Raid sets. He was also responsible for the installation of all software and connection to the LAN/WAN.
On-site Support	Working in the financial sector as a Compaq IT consultant for EBS Dealing Resources, I was responsible for the provision of support for 500 + (DHCP / WINS) users both remote and local. This involved 'hands-on' general desktop/user support including user advice, problem solving, hardware and software upgrades and on site desktop user training.
Internal Support	I was the senior support technician & NT/LAN consultant, responsible for the support team and handling the day to day running of the help desk. He also acted as the Exchange and NT administrator for eight NT 4.0 servers, Cisco routers & switches, 3com hubs and an Ascend dial-in connection.

1998/1998	ITNET (Wandsworth Borough Council contract)
Project Management	During my time on this contract I was responsible for numerous projects including Microsoft NT workstation rollout. My duties included policy creation, desktop lockdown and documentation. He had sole responsibility for the rollout of Exchange for some 250 users, including, project planning, user liaison and review meetings. He was also involved in various workstation installations, the creation/amendment/deletion of users and additional server builds.
On site Support	I provided general support for approximately 5000 users with 2000 PC's and 20 NT Servers. My duties included: user advice, problem solving, hardware and software upgrades and on site desktop user training.
Internal Support	I was the Senior NT engineer in the role of 3 <sup>rd</sup> line support. This involved supporting a team of 12 engineers from both the "Calls" section and the "Projects" section. Consultation and troubleshooting in a pre project discussion scenario.
1996/1998	System Management Partners (Eli Lilly UK Contract)
Project Management	He was given responsibility for the rollout, administration and upgrade of SMS UK-Wide (approx. 1,500 users, 4 sites). He also managed the rollout of Win95 and SMS in Lilly Ireland located in Dublin.
On-site Support	I provided a range of support services including: user advice, problem solving, upgrades including software upgrades and on-site desktop user training.
Internal Support	I was given the position of an Internal Infrastructure senior technical resource with internal network administrative duties, internal exchange server administrative duties and 3 <sup>rd</sup> level support duties for Eli Lilly. He was responsible for all internal NT server and Win 95 desktop installation and upgrading.
Other Duties	I also worked as a team member, supplying general network and user support throughout the Internal and Lilly sites.

1995/1996	System Management Partners (contract Heathrow Airport & Terminal 5 Project and Ely Lilly)
Project Management	He was responsible for the roll out of Microsoft Office Professional and Microsoft Project for 100 users, together with the organization and implementation of training for all of these users.
User Support	I provided a range of support services including: user advice, problem solving, PC repair and upgrading including software upgrades and on-site desktop user training.
Other Duties	I also worked as a team member, supplying general network and user support throughout the Heathrow site to some 1,200 users.
1994/1995	The Consultancy Corporation (contract Heathrow Airport Network Support and upgrade project).
Project Management	I carried sole responsibility for the installation of a network printing system involving the entire Heathrow site (HP Jet direct external units and twelve NT servers). This involved migrating all networked printer interfaces from the LAN manager print system to DLC/NT and the provision of user support during the migration, thus giving him an in-depth knowledge of the Heathrow Site.
MIS Support	I assisted the MIS support team with technical support and advice as and when needed.
Network Support	He undertook NT upgrades and configurations and worked closely with the network team on cable faultfinding and repair, network monitoring, statistics gathering, hardware installation, patching and PC installations.
User Support	I provided a range of support services including: user advice, problem solving, PC repair and upgrading including software upgrades and on-site desktop user training.

#### Earlier Employment history

1993/1994	Ealing Tertiary College (contract), IT support Officer: I was involved in the general installation and up-keep of a Novel 3.11 Network. My duties included maintenance of printers and other peripherals, installation and configuration of hardware and software on PC's, supporting users (software problems), upgrading PC's (memory Netcards, DOS etc.) and the installation and testing of Ethernet Coaxial Cabling.
1993/1994	Qube Computing, Legal and General software development contract at Buckelsbury House: I was involved in testing a Financial Instruments program in a Windows environment, using SQA Robot and SQA Teamtest with Visual Basic. He was responsible for producing reports detailing any problems and failures, which required further investigation. During this time he was expected to work unsupervised.
1993/1994	Class One Letting Agency, High Street South Norwood SE25 (contract): I was responsible for the installation of 386 PC's and peripherals, also the installation of software including DOS 6.2, WP51, Windows 3.1 and MS-Word for Windows.