Firstname Lastname

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Education

Title of Course   **[2020-2021]**
Name of Training
Title of Academy

Microsoft Certified Web Professional   **[2019 – 2018]**
Graphics Designer and Web Administrator
Australian Example of Programming Business

High School Course   **[2018 – 2016]**
Title of the Course or Majors
Name of the High School

Skills and Competences

Full Stack Website Developer

Front End:	HTML, CSS, JavaScript, SASS, SCSS, LESS, SEO React, Angular, Knockout, jQuery Bootstrap, REST, GraphQL, AJAX/API, Responsive Design, WC3
Back End:	NodeJS, PHP MySQL, MongoDB, SQL, noSQL Apache, Express, IIS, Webhooks
Platforms:	Amazon AWS, Linux, Windows, Cloud, Automation, Custom
Frameworks:	WordPress, Joomla, PrestaShop, Shopify, Stripe, PayPal, Github
Management:	Google Analytics, Adwords, Facebook Ads, Web Masters, etc

Full Stack App Developer

Platforms:	iOS Development, Android Development, OS Development
Front End:	React Native, JavaScript
Back End:	Integrated platforms, IE, Custom, WordPress, Drupal, etc

UX and UI Designer

Platforms:	Adobe Photoshop, Sketch, Figma
UI:	Website Mock-ups, App Mock-ups, Infographics, Stylesheets, Logos
UX:	Wireframing, Workflow Diagrams, Technical Specifications

Employment History

Position Title   **[2011 Mar – Current]**
The Name of the Business

- Plan the direction and future for IT in accordance to the business continuity plan.
- Plan and forecast the organisation's annual IT Budget
- Manage and administer all of the organisations IT infrastructure and provide support for over 350 metropolitan and regional staff.
- Develop and document IT projects, procedures, configurations, installations, infrastructure, backups and security.
- Installed and configured new and existing IT systems, including software and hardware.
- Technical lead for all major projects and high level support tickets.
- Responsible for team of 5.
- Train, supervise and assist Level 1 and 2 Helpdesk and IT support staff

Achievements:

- Lync 2013 environment installed and deployed to all local and regional staff
- Storage Array upgrade from NetApp to EMC VNX:
    - Identify requirements for upgrade. Select product to purchase, and then perform upgrade to minimize costs, e.g. hardware setup, deployment and data migration
- Blade Cluster installed for HP c7000 and then upgraded to Cisco UCS:
    - Installed VMware vSphere and ESX 4.1 and upgraded to ESXi 5 & Veeam Backups
- Network Restructure plan and implementation:
    - Internet Provider migration for primary and remote sites onto MPLS network
    - IP, DNS, NS, Subnet, VLAN and Access Firewall restructure and upgrade
- Disaster Recovery creation and annual testing:
    - SAN setup with Data Replication between Primary and Secondary sites
    - Failover testing including documentation and user acceptance testing
- Backup Structure upgraded and documented for recover
    - Layered backups implemented using Veeam, Backup Exec, VMware & Windows
    - Documentation for recover of all systems for non-technical personal

Other Achievements:

- Enterprise Vault email archiving installed & Microsoft Exchange Server upgrade
- Citrix Farm Upgrade from XenApp 4.5 to 6.5 and configured with NetScalers VPX's
- Windows Domain Upgrade 2003 to 2008 and then to 2012
- Firewall upgrade Cisco ASA and ISA to Microsoft Forefront TMG and Checkpoint
- Install Mobile Device Management XenMobile
- Vulnerability Testing and conducting follow up security updates
- Install and setup of SCCM 2012 for deployment of images and software

Position Title   **[Apr 2010 – Jul 2011]**

The Name of the Business

- Provide on-site and remote technical support to 100+ clients ranging from large corporate bodies to private home users.
- Provide over the phone support for clients to address software, hardware and network issues and assist clients through using remote software.
- Troubleshooting and resolving level 2 and 3 technical problems.
- Conduct VMware ESX installation, configuration and management.
- Conduct communications cabinet installation, including fibre optic and cat6 patching, UPS, wireless switches and servers.
- Conduct server installation and software deployment.
- Assist with large scale SOE machine deployment.

Position Title   **[Jan 2008 – Jan 2010]**

The Name of the Business

- Provide technical support and maintenance for 900+ users over 400+ systems using Active Directory, IIS, DNS, Microsoft Exchange Server and Windows Server 2008.
- Troubleshoot and resolve technical issues relating to hardware, software and network faults within short deadlines.
- Liaise with teaching and administration staff on a daily basis to resolve arising IT risks and issues.
- Conduct large scale SOE roll outs.
- Assist in development and documentation of I.T. policies and procedures for current and future IT operations.

Position Title   **[Nov 2007 – Jan 2008]**

The Name of the Business

- Provide technical support and maintenance for 800+ users and 200 systems.
- Troubleshoot and resolve software, hardware and network issues.
- Assist with infrastructure upgrades and conducting maintenance.

Additional Skills and Interests

Language: Fluent in Polish

Hobbies: Badminton, Graphics Design, Snowboarding

Online: Youtube