

Alistair Forbes Duncan

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I am professional, enthusiastic, self-starting and quick learning with a wide range of working experience in many fields and environments. I have proven aptitude and skills in IT and I'm looking to return to this field. I am particularly interested in exploring opportunities in the field of cloud computing and to that end have studied for and obtained the Azure Fundamentals Certification. Since achieving this certification I have completed the Cloud Resume Challenge (azure-crc.theduncans.uk) to gain some hands-on experience and I'm now looking for opportunities to widen my experience and deepen my knowledge. I am passionate, adaptable, enjoy problem solving and set high standards for myself both professionally and personally.

Experience:

Feb 2016 – Present

2D/3D Draughtsman

Backdraft Technical Services (Scotland) Ltd

- Produce technical drawings (Plans, Elevations, Sections & Details) to customers requirements
- Interpret architects drawings, product specification manuals and engineering calculations
- Provide material schedules for ordering and part templates for manufacture
- Create machine code instruction for the manufacture of SFS framing
- Attend site meetings on behalf of customers and liaise with other onsite trades
- Provide support to onsite installers where required to ensure correct installation of products
- Assist customers with providing estimates for potential contracts.

June 1999 - Feb 2016 (Full Time from Sept 2008)

Web Developer/Small Business IT consultant

Self Employed trading as WorkingIT

- Build, deploy and maintain servers to provide our web based services and bespoke server configurations for customers requiring a customised dedicated platform
- Provide consultation to customers to understand their IT requirements and advise on hardware and software purchase and installation
- Design and build websites for customers to their design and functionality specifications using web technologies such as HTML, CSS, PHP, MySQL
- Integrate customers commerce websites with their business accounting and management processes
- Installation and configuration of network, firewall (Smoothwall) and VPN technologies in customers premises
- Provide technical support by email and phone to customers for all WorkingIT provided services and provide on site support and training to customers where required

May 2007 – Sept 2008

IT MANAGER

Hamilton College, Christian Schools (Scotland) Ltd

- Manage and maintain internal network infrastructure and IT systems
- Manage and monitor internal network switches/routers and troubleshoot networking issues
- Maintain system security and integrity by managing software updates and virus protection
- Plan, manage and ensure integrity of system backup and restore procedures
- Manage software licensing for all software installed on college IT systems
- Manage contracts with external service providers such as Internet/Telephone services, Printing contract and consumable suppliers
- Provide or source training for staff for any new hardware or software installed
- Plan IT spending requirements for maintenance and continued improvement
- Provide desktop support and training to the college staff and pupils for both hardware and software related issues

Jan 2006 - May 2007

IT SYSTEMS ADMINISTRATOR

Iomart Internet Ltd, West of Scotland Science Park

- Work as part of a team to ensure the smooth running and availability of the companies technical web based services
- Build and maintain multi user platforms, both Windows Server and Linux based, to provide web based services to customers
- Maintain internal network security through use of Firewalls and Cisco based routing and switching technologies
- Build and deploy Dedicated servers to customer specification, both Windows and Linux based
- Provide 3rd Level support to customers experiencing technical problems with our services
- Provide internal support to colleagues and departments as required

June 2004 - Jan 2006

TECHNICAL SUPPORT AGENT

Iomart Internet Ltd, West of Scotland Science Park

- Support customers with customer service/technical support issues
- Provide support by phone/helpdesk/fax/livechat/email
- Support colleagues by sharing my knowledge of systems and products
- Provide support to other internal departments with technical issues
- Provide basic systems and tools training to new starts and advanced training to agents moving into 2nd line support
- Troubleshoot customers problems with email/web hosting/FTP/DNS and other services
- Support customer with dedicated servers both windows and Linux based