

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 having spent the last 6 years working in the construction industry. I am particularly interested in exploring opportunities in the area of cloud computing that will allow me to build upon my experience and transfer my skills from more traditional environments to the cloud. I am passionate, adaptable, enjoy problem solving and set high standards for myself both professionally and personally.

Certifications:

- Microsoft Certified: Azure Fundamentals – Feb 2022

Skills:

Troubleshooting	Web Development	PHP	HTML/CSS
Problem Solving	Python	Git/GitHub	CI/CD
Technical Support	MySQL	API's	Leadership
Linux Administration	Networking	Teamwork	Communication

Projects:

The Cloud Resume Challenge: Described by it's creator as a "hands-on project designed to help you bridge the gap from cloud certification to cloud job. It incorporates many of the skills that real cloud and DevOps engineers use in their daily work." You can read my full write up at <https://resume.theduncans.uk/crc.html>

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, XML
- Integrate customers commerce websites with their business accounting and management processes
- Installation and configuration of network, firewall 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 / 3rd LINE TECHNICAL SUPPORT

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 Line 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 / 1st & 2nd Line

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