

Curriculum Vitae

Name	Darren John Lewis		
Date of Birth	26 th July 1974		
Marital Status	Single		
Address	2 Leckhampton Place, Old Station Drive, Cheltenham GL53 0DD Tel: 07717 534879		
Qualifications	CodeCademy online Full-Stack Web Development	July 2023	
	Higher National Certificate in Computing (HNC).	June 1996	
	Ordinary National Certificate in Computing (ONC).	June 1994	
	8 GCSE passes:	June 1990	
	Mathematics	Physics	
	English Language	Economics	
	English Literature	Technical Drawing	
	Geography	Art	
Experience	July 2023 to Date		
	Attending further online web development courses, to maximise knowledge. This includes the use of HTML, CSS and JavaScript to develop applications for inclusion into GitHub portfolio.		
	July 2022 to July 2023		
	Completed Codecademy online Full-Stack Engineer, web development course. Provided with in-depth training in prominent web development applications such as HTML, CSS, JavaScript, Python, Node, Git, Github and others.		
	Feb 2022 to July 2022		
	Jet2 Ground Crew operative at Manchester Airport. Working a 3 on 3 off shift rota, loading/unloading passenger baggage onto/from Boeing 737/757 and Airbus 321/330 aircraft.		

Oct 2020 to Sept 2021

Infrastructure Operations Analyst at Maples Group, a multi-jurisdictional law firm.

Member of Infrastructure Operations team, responsible for the 24/7 monitoring of Maples' software applications. Many of these applications are vital to enable the company to efficiently serve clients, around the world. Duties include:

Monitoring of system alerts generated by System Centre Operations Manager (SCOM), and also bespoke Maples dashboards. These may include applications that have stopped functioning due to capacity issues. Many of these instances can be resolved by myself, following knowledge base procedures when necessary. If this though is not the case, the issue is then escalated to support teams. These incidents are logged using ServiceNow.

Recording of Major Incidents, declared when system failure affects multiple users. This includes the sending of emails and text messages to relevant staff, requesting participation to assist in the prompt resolution of the issue. Also, the keeping of a timeline within the Major Incident in ServiceNow. Thus recording a log of all developments, and later transferring this information to a report suitable for viewing by management.

Monitoring of automated software patching, for numerous virtual Windows servers. This using System Centre Configuration Manager (SCCM). SCCM highlights servers designated for patching, that require manual intervention due to non-compliance issues. These servers are then connected remotely to, and software updates performed manually. Extra measures, such as system disk housekeeping, performed where necessary.

Monitoring of company VPN, using Solarwinds. This includes the tracking of network traffic levels, and also switch/node failures. Escalating promptly to support teams, when necessary.

Providing a variety of 1st and 2nd line support. This includes user account maintenance, email tracking and connectivity issues.

Sept 2010 to Feb 2020

Member of IT Operations team at Yorkshire Building Society. Responsible for the 24/7 monitoring of numerous core systems, all vital to the day-to-day functioning of the Society. Duties include:

Monitoring of batch report schedules, processing a large number of oracle databases. This using an application called Tivoli Workload Scheduler. Log service calls detailing batch report failures and disk space issues to relevant IT departments, using Service Now.

Use Service Now to monitor for ongoing system upgrades, authorised by change management, which may be responsible for current system unavailability.

Provide first line support for any system or batch failures, in accordance with the daily processing schedule. If the incident cannot be resolved by myself, escalation is then performed to the relevant support team.

Extensive use of HP Operations Manager, this is an application that displays alerts when system failures occur. Such instances include a batch job aborting, a high CPU/memory process, or disk usage exceeding a certain threshold.

Maintaining of Hewlett Packard hardware, both at Head Office and Disaster Recovery site. This includes such equipment as mainframe, servers and tape libraries. Perform replacement of HP EVA disks after failure.

Monitoring of database and server backups using Veritas NetBackup. Ensuring that tape libraries at both sites contain tapes that are available for files to be backed up to, and also recovered from.

Ensure Data Centre and company security procedures are adhered to, and ensure best working practices are upheld in the Operations area. Thus including the granting and revoking of Data Centre access to authorised persons, using an application called Sateon.

Providing of out-of-hours IT Support, during overnight and weekend closure of the Service Desk team.

Editing of Unix scripts to aid in successful completion of batch reports.

Deployment of web page upgrades.

Refreshing of data to test databases from live, on request of test teams.

Setting up and amending of mailings using an application called Formsmaster. Also the editing of Unix 'rules' files to ensure information from the print data file is displayed as required on the form template.

Dec 1995 to Sept 2010

Member of a team responsible for the running of software applications, and maintenance of mainframe / server environment at Chelsea Building Society. Duties include:

Monitoring of day-to-day mainframe resource usage to ensure optimum performance levels for users; Running of applications overnight to ensure that customer data up to date; Backing up and recovery of files both for mainframe and servers, necessary to ensure required system resilience; Amending and checking of system parameters to ensure programs complete successfully and produce required output; Creation of work flow

code to enable manipulation of data and print files when produced by the mainframe. This meaning the automated downloading of files to the required server locations, adhering to user requirements; Maintenance of both live, and test databases. Adjusting structure population settings, when required to enable additional data capacity. Generating of databases to include upgrades requested by the users; Installation to, and checking of antivirus software on all required server clients throughout the Society; Involvement in various projects including the construction of code in BASIC, to enable the automated manipulation of data in customer documentation; Responsible for running of shift during periods of absence by the Team leader.

Nov 1992 to Dec 1995

Employed by small computer company specialising in the marketing, installation and maintenance of computer aided design systems. Duties include:

Support engineer offering system assistance to numerous engineering companies countrywide; Desktop publishing, Design and production of specific documentation such as news and information sheets; Involvement with exhibitions and training seminars; Taking control of day-to-day activities of the office during periods of absence by the Managing Director.

Sept 1990 to Nov 1992

Employed in IT section of Treasury department at Gloucester City Council, as a youth trainee where widely involved in the mainframe environment. Specialise in fault diagnosis and rectification of hardware. Regularly required to perform tasks in Data Centre, such as loading tape drives and printers when instructed to do so by the software. Also the chopping and trimming of pay slips, tax demands etc. Heavily involved in the installation and maintenance of workstations throughout the organisation, that were linked to the mainframe.

Hobbies

Golf.