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Contact No. ■■■■■■■■■■

Status	British.
Qualifications	BTEC National Diploma in Electrical Electronic Engineering (1994 - 96) Database Fundamentals – Microsoft Virtual Academy (15)
Training Courses	Microsoft Server 2016 – Microsoft Virtual Academy (16) AWS Essentials OPS - Microsoft Virtual Academy (17) Azure Cloud Administration – CBT Nuggets (2018) Office 365 Administration – CBT Nuggets (2018)
Skills & Experience	Window Server 1916 Installation & Configuration Exchange Administration Azure Administration Office 0365 Administration Networking Desktop Support Service Now

WORK HISTORY

Digital Cinema Media - Nov 2018 August 2019 - Azure & Office 365 Administrator (Contract)

- Desktop Support
- Azure Portal Administration
- Managed and supported mail box for 0365
- Window 10 Support
- Networking & Desktop Support
- Implemented Security Centre recommendation in Azure
- Managed Virtual servers with Hyper V
- Firewall - Network Security Groups & Network Security Rules
- Leased with 3rd party suppliers / Cisco.
- Documentation for system Admin & Desktop Guides.
- Backup & Restore
- Configured Disaster Recovery in Azure
- BAU 250 + Users

Sept 18 to November 2018 – System Administrator King College Hospital (Contract)

- Responsible for installing and configuring Spice Works & Power BI
- Working within the Finance and Directorate Division
- Monitoring Servers and creating Alerts/Reports
- Extract Transform Data
- Created reports & visual



February 18 – August 18 **ESP Global Services 3rd Line Engineer (Contract)**

Onsite Infrastructure Engineer at Marie Curie Cancer Care, Responsibilities include building and improving services,

Areas Covered.

- **Azure – Backup Operations, Security** improvement request & patches
- **Office 365** – Manage Licensing, Resolved migration, mailbox & mail flow issues.
- **Firewall/Network** – Work with 3rd party supplier Reliance, Nettitude, Palalto.
- **Active Directory & Exchange - Administration with Powershell.**
- **Managing Asset (users & user collections, device & device collections).**
- **Configuring & deploying compliance settings.**
- **Creating & deploying application & packages.**
- **Creating, Managing & deploying task sequences.**
- **Importing Drivers, OS images & language packs.**
- **Managing windows software & feature updates.**
- **Managing sites & boundaries of the environment.**
- **Setting up new distribution point and boundaries for new offices.**
- **Installing available SCCM updates & hotfixes**
- **Hyper-V** – Upgrade ILO versions on all servers. Server decommissioning.
- **Sharepoint Admin** – Providing access to Intranet Sites, documents & libraries.
- **Window server and Desktop Support** for over 150 Servers & 2000+Users
- **Group Policy Management** – Created new RDS Policies
- **Produced KB article for Service Now for Technical solution provided.**

June 15 to July 2017

MacMillan Publishing – Desktop & Application Support

- Responsible for supporting core infrastructure Applications
- Handled & resolved 3rd Line Windows 7 & Mac support queries
- Application Support – Installation & configuration
- Working with 3rd party Vendors
- Back up operator Restoring Data – Backup Devices (SAN)
- Email & Archiving / Outlook & Enterprise vault
- Exchange Mailbox Administration - Powershell & AD
- Software Rollouts - SCCM & Casper
- Server Monitoring – Solawin

Dec 2014 - May 2015 **Goldsmiths University – DeskTop Engineer**

2nd Line Desktop & Apple Mac Support.

Supping Areas

- BAU 3000 Users
- Mac IOS Devices
- Citrix XenApp Thin Client Support
- Windows 7 Enterprise Migration Support
- SCCM Software Deployment
- Active Directory Administration
- Backups / Restores
- Casper Imaging & Desktop Builds
- Server Upgrades & Server Decommissioning



March 2013 - Dec 2014

Resources Uk (Media) - Technical Support

Responsible for providing technical support and maintenance to over 3,500 users.

Supported the following technologies:

- Mac client installations
- Windows 7 Enterprise migration support
- Domino to exchange migration 2012 migration
- Active Directory Administration – New User Accounts.
- Software Deployment - SCCM
- IOS & PC Desktop support
- Hardware Support / Repairs

January 12 - August 2013

University College Of London Application Migration Engineer

- Migrated Applications for The Cancer Research Department
- Migrated 6 Lotus Notes Applications/Databases
- Migrated 2000 users to a new Domino 8.5.1 server.
- Supported 1 Agent server, 2 application servers, 2 web servers and 1 Development server.
- Created Users & hospitals Organisation Unit's,
- Configure ID Vault for password reset.
- Verified & register new & existing users and encrypt id files,
- Setup portal profiles documents,
- Signing of new application template designs & agents,
- Restores, backup, replication, User renames, Add/ & removing users from groups and decommissioning accounts.
- Manage & resolved 3rd Line support calls

March 2011 - Dec 2012 **NHS Trust – DeskTop Technican**

- Provided 2nd / 3rd Line support to Desktops / Servers and Networks support to Medical Health Centre, across South & West London.
- All users/computers/printers are managed using Exchange Management Console and Active Directory which are running on Windows 2003 Server with XP workstations.
- Supported users during Migration to a Single domain, Auditing sites, Tested DNS routing, joined pc's to single Domain, Copying / Restored Outlook and shared data to shared and private folders, naming & setting up printers on print server, editing VBS scripts, moving pc to newly created OU's with group policies.
- Supported Applications: RIO, System One,