Callum Mackie

Curriculum Vitae

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Full clean drivers licence

Introduction

My main experience comes from my roles as 1st, 2nd and 3rd line IT Technician, which has progressed my ability to provide a high level of technical and customer friendly expertise for supporting users both remotely and on site. Along with this my training has given me the ability to provide networking administration and server implementation, maintenance and administration skills key to my success within my recent work. For details on my experience and training, please see the list below, and if you have any queries, feel free to contact me.

Experience

May 2019 – Current: Rema Tip Top UK- Leeds

Windows Server Engineer

- Configure, manage and maintain Azure Hybrid AD, Office 365 and Intune Environment
- Providing 1st, 2nd and 3rd line support on site and remotely for Desktop, Laptop, Tablet, Mobile and Thin Client users across sites nationwide using remote software or scheduled on site visits.
- Manage and maintain Hyper-V environment for all Hyper-V Windows server 2016 within the company infrastructure
- Create and configure Hyper-V Server 2016 environment with RDS, Print, Files and ADDS
- Migration of workgroup computers and Windows server 2008 infrastructure to Hyper-V Server 2016
- IT Mobile device management & acceptable use policy creation

Skills Used:
- Windows Client and Server Administration (Windows 10, Server 2016)
- Active Directory Federated Services
- Exchange Online, Intune, Azure AD and Office 365
- Extensive use of Group Policy
- Veeam Backup and Replication
- Insync Cloud
- Eset Security and Anti Virus
- Deslock Encryption

April 2012 – May 2019: CRH Fencing Ltd (Heras) - Doncaster, South Yorkshire

ICT Support Engineer

- Providing 1st, 2nd and 3rd line support on site and remotely for Desktop, Laptop, Tablet, Mobile and Thin Client users across sites nationwide using remote software or scheduled on site visits.
- Providing 1st, 2nd and some 3rd line support for all Hyper-V Windows server 2008 R2 & 2012 R2 within the company infrastructure
- Creating, maintaining and migrating VM's including creating and configuration of 2012 R2 Terminal Servers
- Managing and maintaining Physical and Virtual Windows Hyper-V infrastructure
- Managing and maintaining Cisco Switches & Firewall
- Managing and maintaining SAN Storage
- Maintaining and creating new GPOs, users and security groups
- Implementation, manage and maintaining of Sophos Central AV, MDM, Web filter and Encryption
- Creation of physical files servers and setup of DFS Replication

- Managing and maintain Mimecast email security
- Purchasing, installation, configuring and imaging new hardware
- Asset Management and Software/Update deployment
- Create, manage and maintain backup and replication using Veeam to disk and physical media
- Assisted in a full company assimilation from a XP/2003 environment into the Hyper V cluster
- Assisted in deployment of new infrastructure into data centre and setup of DR solution
- Assisted in full mobile device and network migration
- Provide one to one support and training
- Creation of technical and end user documentation and guides
- Documentation of physical and logical network topology
- Advise and consult management on services and software procurement
- Administration of Siemens Openstage LX & Openscape Business VOIP system
- Implementation and administration of Patch management and vulnerability solutions

Skills Used:
- Windows Client and Server Administration (Windows XP,7,8,8.1,10, WES 7 and 2008,2012,2012 R2)
    - Active Directory and Exchange 2010 and 2013
    - Microsoft Terminal Services 2008 R2 and 2012 R2
    - Microsoft DPM Maintenance (2010 and 2012 R2)
    - Microsoft Hyper V Failover Cluster Management (2008 R2, and 2012 R2)
    - Microsoft WSUS (2012 R2)
    - Microsoft WDS (2012 R2)
- Cisco Network Administration
- Veeam Backup and Replication
- Sophos Central - Sophos AV, MDM, Web Filter and Encryption
- Webroot Web filter
- Mimecast email security
- Ninite Software deployment
- Dameware remote support software
- Siemens Openstage LX VOIP
- VMware ESXi 5.0
- Qualys Patch management and vulnerability

September 2011 – May 2012: Zenos Pearson IT Advanced Apprentice - Sheffield, South Yorkshire

Apprentice – ICT Apprenticeship
- The Pearson IT apprenticeship helped me achieve qualifications needed to help me get recognised in the IT industry, I gained valuable insight into the helpdesk process and common IT policy and procedures.

Skills Used:
- Installing and configuring Active Directory, DNS, DHCP and print servers
- Updating and migrating software XP to 7 and 2003 to 2008

December 2009 - July 2011: Royal Mail, Amazon Warehouse, Herco Gym - Doncaster, South Yorkshire

Education

January 2019: QA - AFA

- M20740 - Windows Server 2016 Installation, Storage and Compute

April 2018: QA – Leeds, South Yorkshire

- Prince2 Foundation

May 2015: QA – Leeds, South Yorkshire

- Cisco CCNA ICND1 Routing and Switching course

April 2014: Axelos – Sheffield, South Yorkshire

- ITIL Foundation in IT Service Management

September 2011 – May 2012: Zenos IT Apprenticeship - Sheffield, South Yorkshire
- CompTIA A+, Microsoft MTA Networking & Windows OS fundamentals, BTEC Level 3 ICT Systems

September 2008 - July 2010: Doncaster College - Doncaster, South Yorkshire

- Key Skills Level 2 English & Math, BTEC Nation Diploma in games development - M/M/P

September 2003 - August 2008: Don Valley High School - Doncaster, South Yorkshire

- English, Maths, Science, PE, and IT at GCSE grade A-D

References available upon request