



MICHAEL PUTTOCK

INCIDENT MANAGEMENT & IT SUPPORT

I am a passionate problem solver and a very keen learner with a strong background in technical Major Incident and Problem Management. I am also Cisco certified with a degree in Computer Network Management.

PROFESSIONAL SKILLS

Cisco Networking
Active Directory
VMware
Windows server 2003/2012
ITILv3
Linux
Splunk
Major Incident management
Technical support

PERSONAL SKILLS

Problem solver
Reliable and professional
Organised
Very Friendly
Team player
Fast and keen learner
Motivated

WORK EXPERIENCE

CAREER BREAK/TRAVELLING

Asia | April 2018 - August 2019

After the Wal-mart Lab UK office was closed in March 2018 I decided to take a career break and go travelling around Asia which had always been a dream of mine. I am now back in the U.K looking for my next role.

MAJOR INCIDENT MANAGER

Wal-mart Labs | Jul 2015 - Mar 2018
Leeds UK/Sunnyvale, California

I worked in a newly built Network Operations Centre for Wal-Mart labs. I was responsible for managing major incidents on multiple Global platforms through to resolution. I was responsible for the support of the following Websites: (www.walmart.com, www.Grocery.Walmart.com, www.Walmart.ca, www.Samsclub.com, www.Groceries.Asda.com, www.Direct.Asda.com/George.com)

- Review and communicate business objectives and translate into technology specifications.
- Participate in regular project work - assisting with bringing new services/functionality on the sites.
- I was involved in delivering new projects where I would learn about the new infrastructure of the service from end to end, obtain all requirement for new monitoring, alerting, setting up CENs.
- Implemented and developed a training scheme across the UK/US and Indian sites for increasing operational knowledge of e-commerce functionality.
- Manage the network/events and monitor all metrics & e-commerce data constantly.
- Identify service degradation associated with network events and incidents; assess business impact, isolate root causes, and initiate corrective actions.
- Liaising with 3rd party suppliers such as; Akamai, Isobar (formally ecommara), Google, LiveLink etc.

We used a wide range of tools including; Omniture, Splunk, Tealeaf, Grafana, New relic, Sensu, Linux, Kibana, Citrix Netscalers, Azure and Wal-mart's newly built Oneops Cloud environment.

CONTACT



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INCIDENT ANALYST

Press Association | Apr 2014 - Jun 2015
Howden, U.K

- Monitoring various systems and services.
- Providing first line fixes.
- Logging any issues been reported via phone, email and alerts from monitoring.
- Supporting the new virtualised infrastructure - VMware, HyperV
- Liaising with management and external contacts.
- Using unix to check/regenerate/resend sports and TV data.
- Using the ITIL framework to manage incidents and service requests.
- Providing support using the following software: OSX, LANDesk, Exchange console Management, Management Suite and Citrix AMC. Windows XP/7/8, Solaris, Linux, Cisco Unity

TECHNICAL SUPPORT ADVISOR

Kcom | Nov 2011 - Mar 2014
Kingston Upon Hull, U.K

- Interacting with customers to understand faults affecting their broadband connection.
- Provide 1st line support for all technical issues.
- Answer inbound calls from residential and Business customers relating to Fiber and broadband issues.
- Providing information to resolve customers problems.
- Liaising with Engineering departments to arrange visits.
- Writing documentation to add to the knowledge base for future colleagues.

EDUCATION

2:2 BACHELOR OF SCIENCE IN COMPUTER NETWORK MANAGEMENT

Hull College | 2010 - 2013

I PRO 3 WITH CISCO EXPLORATION

Hull College | 2009 - 2010

BTEC FORENSIC SCIENCE

Hull College | 2008 - 2009

LICENSES AND QUALIFICATIONS

iTILv3 | May 2014

Full UK Drivers License | October 2009

Cisco CCNA | 2010

MCSA | 2010

HOBBIES

I try to live an active lifestyle with plenty of exercise and healthy eating, I enjoy cooking and researching nutrition. I also love to travel having just lived in Vietnam for 1.5 years and visiting Cambodia, China, Laos. I also like to relax by playing computer games and listening to audiobooks.