DANIEL ROBINSON

20 Silvermere Close, Ramsbottom, BL0 9WH
Mobile: 07435 427248   **E-mail:** dan.robinson@aalotto.com

PERSONAL PROFILE

I am a highly motivated and passionate manager specialising in Cloud and Virtual Environments, following an ITIL methodology. Prior to my leadership roles I have gained over 15 years experience providing IT support in various industries including financial, energy and private sectors. Having been exposed to a wide range of different technologies, both as an engineer and a manager, I am enthusiastic about utilising my current skill set whilst also learning new technologies and embracing new challenges. I adapt well to change and set myself and my staff high challenging targets.

EMPLOYMENT HISTORY

GCI   **Cloud & UC Manager**   **Aug 2017 – Present**

- Leading a technical team of 11 staff in the Cloud and UC 2nd line support area providing support for multiple customers across various platforms
- Responsible for all recruiting within the Cloud and UC team
- Conducting 121s, appraisals and personal development plans, ensuring all staff have realistic and measurable targets and objectives
- Provide detailed platform availability reports
- Monitor and report on all SLAs and KPIs, ensuring individual and team targets are met and exceeded
- Responsible and accountable for 95% patch compliance for both critical and security updates and Cumulative Updates for all customers VMs
- Take ownership of operational handovers from other teams – patching, certificate renewals, monitoring
- Ensure all work is logged in ITSM tool in the form of time entries and billable time targets are met
- ITSM queue management – responsible for maintain and exceeding SLA targets on incidents and requests and ensuring the standard operating procedures are adhered to
- First point of escalation for all customers
- Individual and team targets for identifying risk and converting to revenue
- Monetise support – accountable for identifying out of scope work and creating chargeable change
- Ensure all processes are followed and all changes adhere to change control policies
- Continual service improvements – identify and carry out cost saving exercises and document new processes

GCI (Formerly Outsourcery)   **Senior IT Operations Executive**   Sept **2016 - Aug 2017**

- Provide technical 2nd line support to all customers with emphasis on Microsoft Exchange, Microsoft Lync & Skype for Business and Microsoft Dynamics CRM on Multi-Tenant platforms and dedicated VMs
- Troubleshoot issues on Domain Controllers, SQL and Application servers
- Designing, implementing, testing and supporting Lync and Skype for Business solutions
- Provision and support direct and indirect Microsoft O365 tenants as a 2 Tier Cloud Service Provider (CSP)
- Patching customers VMs using SCCM in accordance with Change Control
- Maintain and update DNS settings for hosted domains and domain and SSL registrations
- Test new rollouts and updates on multiple systems in test environments prior to release
- Adhere to the Change Control system, seeking authorisation for any changes that may impact systems availability, security or capacity in advance of the change. Where changes are made for service restoration, complete retrospective changes to ensure accurate records are kept for all services, following an ITIL methodology
- Manage and coordinate P1 and Major Incidents with predefined SLAs
- Work in a busy environment ensuring all SLAs and KPIs are met and consistently exceeded
- Management responsibilities, including but not limited to, interviewing new candidates, conducting technical examinations, preparing training schedules and mentoring new employees
- Work to and aid in the development of the technical standards, processes and working practices of the team
- Protect all information relating to the client, partner or internal customers at all times ensuring the application of DPA where required and adhere to all elements of the Company's ISO standards and business policies

Other roles held include:

• Technical Support Executive for Outsourcery, Manchester	**Feb 2014 - Sept 2016**
• Remote Support Analyst for Capita Managed IT Solutions, Belfast	**Dec 2011 - Feb 2014**
• Desktop Support Analyst for Wood Group, Texas, USA	**Feb 2009 - July 2011**
• Desktop Support Analyst for Willbros Construction, Texas, USA	**Oct 2008 - Dec 2008**
• Energy Trader Support Analyst for BP Energy, Texas, USA	**Jan 2006 - Oct 2008**
• Desktop Support Analyst for Northern Rock Group Plc, Newcastle	**Feb 2001 - Sept 2005**

TECHNICAL SKILLS

• Multi-Tenant Cloud systems	• Cisco IP Phone & Unified Call Manager
• Public and Private Cloud Systems	• Polycom device and configuration
• Microsoft Office 365 and Azure	• Blackberry, BES, iPhone and Smartphone
• All versions of Microsoft Windows	• FortiClient, Cisco & Checkpoint VPN software
• Microsoft Server 2003, 2008 / 2012	• Symantec Ghost Disk Imaging Software
• PowerShell V3.0	• Terminal Services, PC Anywhere, VNC & VMM
• SCCM Software Deployment and Patching	• AutoCAD Licensing, Installation and setup
• SCOM Monitoring and Alerting	• CRM, Infra, RMS, Altiris & Remedy Fault logging software
• SolarWinds Monitoring	• Energy Share Trading Applications
• Active Directory & Group Policy	• Microsoft Exchange Admin 5.5
• Parallels provisioning & billing	• Novell Netware 5 & 6.5
• Microsoft Dynamics CRM 2011, 2013, 2015	• Novell Client (all versions) including ZEN
• Microsoft Lync & Skype for Business Server	• CTS (Branch front counter systems)
• Microsoft Office versions 97 - 2016	• ATM hardware, software break fix & ATM IP network knowledge
• Altiris Deployment and Notification Server	• Calyx Data Control & PGP Encryption software
• IVR Systems – Clarity / Enghouse	

KEY ACHIEVEMENTS

• Successful acceptance and management of operational activities	**Nov 2018**
• Full reorganisation of all customer facing documentation on the external portal	**May 2016**
• Sole technical back-end resource for Windows 7 upgrade project for 3000+ users	**Dec 2013**
• Involvement in major global domain migration projects	**Jan 2011**
• Data Centre network migration project	**Oct 2005**
• Finalised all Operational acceptance documentation for Anti-Money laundering project	**Jun 2004**
• Heavy involvement in a major migration of the WAN, LAN and ATM network	**Sep 2001**

EDUCATION & TRAINING HISTORY

• Core Solutions of Microsoft Skype for Business 2015	**Apr 2017**
• Applications and Customisation in Microsoft Dynamics CRM 2015	**Jun 2016**
• DOSD Certified (Dell Online Self Dispatch)	**Nov 2010**
• Energy trading applications: Epsilon, Nucleus, FOS, Entegrate, Cactis, ET	**Jul 2006**
• Netware 6 and Console one administration	**Dec 2003**
• Windows XP Professional Installation and Administration	**Sept 2003**
• How to maintain, upgrade and troubleshoot PCs	**Feb 2002**
• ITIL Foundation	**Sep 2001**
• HNC Computing for Business, University of Northumbria	**Jul 2000**
• HNC Business Information Technology, University of Northumbria	**Jul 1998**

ADDITIONAL INFORMATION

LinkedIn:	**https://uk.linkedin.com/in/daniel-robinson-84637a15**
Hobbies:	Hiking, Cooking, Real and Craft Ale enthusiast
Driving Licence:	Full UK licence held
References:	Available on request