

Donna Jennings

Location: Leeds, West Yorkshire

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Availability: One Month

Personal Profile

A Microsoft Certified Senior Infrastructure Engineer with over 14 years' experience of implementation, support and system administration of Microsoft technologies in large multi-national corporate environments. Responsible for both project delivery and BAU third line support. Interested in Cloud Technologies and the Modern Workplace. Certified in Azure Fundamentals.

Professional Development

- Microsoft Certified Azure Fundamentals
- Microsoft Certified Systems Engineer (MCSE Windows Server 2003)
- Training - AZ-900 - Microsoft Azure Fundamentals - June 2019
- Training - 70-411 - Administering Windows Server 2012 - March 2014
- Training - 70-412 - Configuring Advanced Windows Server 2012 Services - March 2014
- Training - VMware vSphere - Install, Configure, Manage v5.1 - November 2013

Technical Skills

- Microsoft System Center Configuration Manager (SCCM) Current Branch and earlier versions
- Microsoft Desktop Operating Systems (Windows 10 and Windows 7)
- Microsoft Active Directory including Sites and Services, DNS, DHCP and Group Policy
- Microsoft Windows Server 2016 and earlier versions
- McAfee ePolicy Orchestrator and Endpoint Security products
- Avecto Privilege Guard
- CyberArk Privilege Identity Management
- Dell Quest Active Directory Backup and Recovery

Employment History

Senior Systems Specialist – DLA Piper, Leeds

(July 2017 - Present)

Responsible for the provision of new infrastructure and services as part of the Future devices program including delivery and support of the modern desktop and its associated management platform.

- Installation and configuration of a new SCCM Current Branch Hierarchy (1710) with Central Administration Site (CAS) and two Primary Sites to enable delivery and management of over 7,000 new Windows 10 (1709) endpoints.
- Creation and configuration of SCCM IP subnet and IP range boundaries and associated boundary groups
- Implementation of SCCM PXE Enabled Distribution Points to over 50 sites globally
- Implementation of SCCM Role Based Access Control (RBAC) for Server and Workstation management
- Upgrade of SCCM Hierarchy from 1710 to 1806 and 1902
- Maintenance of over 60 SCCM Site Systems running Windows Server 2016
- SCCM Automatic Deployment Rules for the delivery of monthly software updates to maintain compliance of the Windows 10 estate.
- Creation and implementation of SCCM Compliance Baselines
- Collaboration with network and firewall teams to implement and maintain firewall rules and IP helpers for SCCM
- Operational documentation for SCCM software updates, software delivery and client troubleshooting

- Active Directory and Group policy administration
- Diagnosis, investigation and resolution of complex incidents and problems escalated via the Global Service Centre.
- On-site technical lead during Windows 10 rollout
- Mentoring of team members

Infrastructure Engineer - McAfee Rollout – Contract Role, Premier Farnell, Leeds

(March 2017 – July 2017)

Responsible for planning, implementing and supporting the deployment of multiple McAfee products across the global desktop/laptop estate to ensure compliance with PCI and SOX requirements.

Key Responsibilities:

- McAfee ePO configuration and administration including updating extensions and upload of products into master repository, queries and reports to identify product versions, system tagging, server tasks and client task assignments
- Creation of policy assignment rules to manage encryption of laptops
- Testing and Deployment of Drive Encryption, Host Intrusion Prevention, File and Removable Media, Data Loss Prevention, VirusScan Enterprise and McAfee Agent via ePO.
- Creation and implementation of change controls
- Communication with regional customer support teams
- Investigation and resolution of broken agents and/or products

Microsoft Infrastructure Engineer, DLA Piper, Leeds

(June 2010 – October 2016)

Responsible for the support and maintenance of Active Directory and Desktop Infrastructure environment. Investigation and resolution of third line ticket escalations, incident and problem management, change control and implementation, project support and mentoring.

Key Responsibilities:

- Directory Services support and maintenance (Active Directory - Server 2008 R2), including Schema Updates, Domain Trusts, Backup and Recovery, DNS, DHCP and Certificate Services
- Configuration and Administration of SCCM 2007/2012 for Operating System Deployments and Software Deployments
- Desktop and Server OS protection using McAfee ePO (VirusScan and Host Intrusion Prevention)
- Configuration and support of Password Management tool CyberArk Privileged Identity Management Suite
- Application whitelisting and elevation via Avecto Privilege Guard
- Configuration and Administration of Desktop and Mail encryption policies and admin accounts in Symantec Encryption Server/Symantec Encryption Desktop

Previous Employment

Infrastructure Analyst, Oval, Huddersfield *(December 2009 – May 2010)*

IT Support Engineer, WYG, Leeds *(August 2007 – December 2009)*

IT Technician, WYG, Stevenage *(April 2005 – August 2007)*

Office Automation Clerk, RAF Alconbury, Huntingdon *(April 2003 – April 2005)*

IT Security Support, RAF Chicksands, Shefford *(November 2001 – April 2003)*

Admin/Accounts Assistant, In Car Electronics, Baldock *(February 2001 – October 2001)*

Branch Administrator, Space Kitchens, Cambridge *(November 1999 – February 2001)*

References

References are available upon request.