

Mark George

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A senior IT Consultant with over 10 years' experience in the IT industry covering a broad range of technologies & solutions. I have worked at all levels ranging from customer facing presales, support, and Infrastructure architecture and project delivery. I have a proven track record of delivering large projects on time and in budget.

Key Technical Skills:

- Solution Design (High/Low Level)
- Network Design
- Software Defined Data Centre (SDDC)
- VMware vSphere 3/4/5/6
- VMware vSAN
- VMware NSX
- VMware Site Recovery Manager
- Cisco Switching (Catalyst, including 9k's)
- Cisco Firewalls (ASA, FirePower)
- Cisco Nexus 9k
- Cisco Meraki Appliances
- Pure/EMC/NetApp/IBM/EquaLogic SANs
- High Availability Solutions
- Load Balancers (F5/Citrix)
- Microsoft Windows Server
- Infrastructure Design
- Disaster Recovery
- Security Solutions (PCI Compliance)
- Network Access Control (ForeScout, Cisco ISE)
- Cisco DNA Centre
- Cisco Stealthwatch
- VOIP (Cisco/ShoreTel)
- Two Factor Authentication (SafeNet/RSA)
- Microsoft Azure
- Cloud solutions
- Dell/IBM/HP Server Hardware
- Antivirus Systems & Email Appliances
- System Monitoring (PRTG, vRops)
- Backup Solutions (Symantec, Commvault, Veeam)
- Remote Access Solutions

Certifications:

- VMware VCP 3/4/5/DT/NV5/6 (VCP ID: 46636)
- VMware Specialist – vSAN 2019
- Cisco CCNP (Cisco ID: CSC012017204)
- Cisco CCNA-Security (Cisco ID: CSC012017204)
- Cisco CCNA (Cisco ID: CSC012017204)
- Cisco CCDA (Cisco ID: CSC012017204)

Work History:

Role: Enterprise Architect
Company: British Heart Foundation
Location: London
July 2017 to Present

- Developed and maintained the technology strategy for the BHF and contributed to the IT Strategy as a whole
- Ensure that the technology strategic direction supported the business plans for the BHF by developing an appropriate vision for system architecture and roadmap for its execution
- Acted as interim Head of Architecture and member of the senior IT management team. During this time I was also acting chair for the Security & Architecture Review Board
- Implemented the Architecture function, defining the strategy to provide assurance during a period of significant transformation for the British Heart Foundation
- Lead a team of architects both internally and externally, in technical design and delivery
- Trusted advisory and SME to internal IT teams at business/technical levels
- Lead architect for a large scale infrastructure transformation project to replace the British Heart Foundations core infrastructure. This high profile project had a budget of circa £4m and was responsible for initial conception through to delivery and transition.
- The technology stack included:
 - Dual site Software Defined Data Centre (SDDC) built on VMware NSX, vSphere, vSAN & SRM technologies
 - Data Centre compute/networking built on Cisco UCS, Nexus and FirePower appliances
 - LAN Infrastructure for 8 corporate sites built on Cisco technologies (DNA Centre, Catalyst 9k)
 - Deployment of 802.1X throughout wired/wireless networks using Cisco AnyConnect & Identity Services Engine (ISE). Network visibility was provided by Cisco Stealthwatch
- Lead architect for migration of applications to the new SDDC platform and transfer of services to provide DR capability. This included:
 - Centralised Internet connectivity and firewalling
 - Centralised, resilient VPN services using geo-load balancers and existing CheckPoint VPN
 - Migration of 300+ VM's
 - Re-architecting application infrastructure to meet availability and performance requirements

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Role: IT Security Systems Architect
Company: The Workshop
Location: London

June 2016 to July 2017

Leading the design and architecture of security technology solutions for the organization ensuring projects are completed in line with agreed security standards and requirements. Projects include, but not limited to:

- Security architecture definition for new datacentre builds. Review of existing approach, recommendation for improvements, gap analysis and remedial action plan definition.
- Infrastructure security design and implementation for new datacentre installations, ensure deployment in accordance with the agreed security architecture and access control methods.
- Redesign of the existing remote access control solutions for both campus and datacentre environments.
- Design and implementation of a wired, wireless and VPN network access control solution for the campus environments. Documentation and handover to operations groups.
- Audit of the existing network infrastructure implementation and recommendation for improvements.
- Determine security technologies requirements by evaluating business strategies in conjunction with the Director of IT Architecture and CIO Group Leadership team
- Proactively identify any potential problems and improvements that can be made within the current security systems deployment

Role: Infrastructure Architect (Contract)
Company: Thomas Pink Ltd
Location: London

June 2015 to March 2016

Working as a hands on Infrastructure Architect to aid with strategy & refresh of IT Services within Thomas Pink. Projects and responsibilities included, but not limited to:

- Re-designed and upgraded existing VMware environment to vSphere 6, using best practice to improve performance & stability. This allowed for further consolidation and virtualisation of legacy systems, rationalising and decommissioning where possible.
- Implemented VMware SRM using EqualLogic SAN replication to provide disaster recovery for the virtual estate, redesigned existing VMware environment
- Re-design of internal networks to decommission legacy, unsupported devices and adopted a layered network design using Cisco principle. This included a stacked core with separate Server/Edge stacks with 10GB redundant uplinks, dynamic routing with OSPF, and new secure wireless networking using Cisco Meraki Access Points.
- Consolidation & decommissioning of legacy file servers into a virtualised solution utilising Windows Server 2012 DFS. This significantly improve performance and reliability whilst allowing the service to scale as Thomas Pink grows.
- Line management of four support engineers providing support and mentoring team members.
- Established a skills matrix to identify gaps and aid with development of team members.
- Established the new permanent infrastructure by interviewing candidates, performing technical tests and involvement throughout the selection process.
- Implementation of backup strategy utilising ArcServe UDP with deduplication to reduce backup footprint, and replication to increase availability of data in the event of a disaster.
- Deployment of Cisco ASA 5516X Firewalls w/FirePower services, including migrating and rationalisation of services from existing legacy ASA 5510's.
- Designed & deployed a new remote access solution using Cisco AnyConnect, secured with Two-Factor Authentication provided by SafeNet cloud Service.
- Significantly improved network security by deploying Network Access Control using ForeScout CounterACT along with Cisco recommended practices for securing Edge Services. This gave Thomas Pink full visibility of devices within the network, ensuring they were compliant and secure.
- Re-design of the Thomas Pink WAN to adopt a single provider for global services, whilst driving down costs and management overhead. Included standardisation of shop networking equipment by deploying Cisco Meraki Switches, with Wireless Access Points.
- Kick-started PCI compliance within Thomas Pink and conducted an initial gap-analysis of the estate. Advised on areas of concern, engaged with QSA's, actioned penetration results and identified areas of concerns providing resolution where possible.
- Acted as an escalation point for the support team for 3rd/4th line providing fault resolution and incident management.

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Role: Solution Architect
Company: Adapt
Location: London

Sept 2014-June 2015

Presales role whereby I worked alongside the sales team as a technical resource to design solutions for both new and existing customers. The role included, but not limited to the following:

- Designed private/public cloud solutions in either single or multi-site configurations utilising high availability technologies such as stretched datacentre networking, synchronous/asynchronous SAN replication and VMware (HA/SRM)
- Solution Architect for a top 4 customer and lead a project to replace their legacy EMC CX4 SAN with a VNX2 5600 utilising RecoverPoint for replication to a second VNX5300. This involved gathering of customer requirements, design of the solution and migration of over 70TB of data with minimal downtime and impact to the customer.
- Designed a Remote Access Solution for a high profile customer utilising F5 appliances. The solution utilised the 'Best' bundle to provide a clientless VPN solution and web portal for presentation of Citrix applications to users outside the enterprise. This also integrated with their existing SafeNet Two Factor Authentication solution to meet compliance requirements.
- Accompanied the sales team at customer meetings and capturing requirements to create technical solutions that meet their needs, ensuring that they are fit for purpose and meet commercial, technical, operational and legal constraints.
- Technical owner of customer solution until it's procured and taken on by the provisioning/project delivery teams, all the while acting as a point of reference through transition to delivery, attending and advising at workshops.
- Responsible for creating fit for purpose, accurately costed, deliverable solutions by working with 3rd line teams across the business during the development of the solution.
- Assisted the sales teams as required in representing the company, articulating the technical offerings of the organisation and any specific proposal submitted to gain the confidence of the customers.

Role: Infrastructure Consultant (Contract)
Company: Oxford Fertility Unit
Location: Oxford

March 2014

Short term contract role to deploy a new Infrastructure platform for the OFU. This included:

- Implementation of a new virtual infrastructure based on Dell VRTX chassis with SSD storage and VMware vSphere.
- Design & deployed new network hardware including stacked Cisco 4500X switches at the core with 10GB connectivity to server and storage infrastructure.
- Edge switching was provided by Meraki PoE switches with redundant 10GB uplinks to the core.
- Perimeter security was provided by Sophos UTM Appliances and for Remote Access.

Role: Infrastructure Systems Engineer
Company: Pret A Manger
Location: London

July 2013-Sept 2014

Worked in the infrastructure team providing day to day maintenance of infrastructure servers and 3rd line support.

Worked on a number of projects as technical lead including:

- Responsible for global network infrastructure, liaising with 3rd parties where necessary.
- Optimisation and management of a 600 user VMware View environment.
- Designed and implemented an additional 100 user VMware View environment for US offices.
- Management of 300+ virtual servers across 25 hosts in five geographical locations.
- Heavily involved with PCI compliance including resolution of areas of concern from initial gap analysis, ongoing penetration testing and design of full card holder data environment, including a full proof of concept.
- Redesigned head office network implementing VLANs & security best practices.
- Migration of shops to MPLS network in both the UK & USA.
- Planning, design and implementation of infrastructure systems.
- 3rd line support and escalation point for Helpdesk.

Role: Infrastructure Systems Engineer
Company: OPP Ltd

Jan 2011-July 2013

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Location: Oxford

3rd line role providing support across the entire infrastructure and worked as a project lead to deploy a number of new solutions. Responsibilities included:

- Consolidated existing physical servers to a new virtualised platform based on vSphere, Dell Servers & EMC VNX storage.
- Planning, design and implementation of infrastructure systems.
- Administration of 300+ servers in a mixed environment across five geographical locations.
- Managing Cisco network infrastructure across all sites.
- Managing data centre infrastructure and providing fault resolution.
- 3rd line support and escalation point for Service Desk staff.

Role: Servers & Systems Officer

June 2007-Jan 2011

Company: Social Sciences Division, Oxford University

Location: Oxford

Infrastructure role to design/deploy new solutions and provide 3rd line support to five departments within the Social Sciences division. This included:

- Designed, managed & implemented a large scale replacement of server & storage infrastructure resulting in a fully virtualised environment, based on VMware vSphere.
- Lead technical resource, responsible for installation, administration and maintenance of all servers.
- Worked within SLAs to constantly monitor and evaluate the effectiveness of new systems in consultation with key users.
- Provided support to members of the IT Team including training and technical documentation.
- Configuration and management of backup & shared services.

Role: Consultant (Contract)

April 2010

Company: Jesus College, Oxford University

Location: Consultant

Short term contract to assist Jesus College with their infrastructure upgrades. The project involved:

- VMware upgrade from ESX 3.5 to vSphere 4.1, including new server hardware and consolidation of physical assets to a fully virtualised environment.
- Network Infrastructure hardware replacement and implementation of VLANs across a 55 device WAN.
- Migration of file services from Samba shares to Windows Server 2008.

Role: Consultant (Contract)

September 2009

Company: Oxford Fertility Unit

Location: Oxford

Due to an office relocation I was brought in to design and deploy a greenfield infrastructure platform for the OFU. This included:

- Designed and implemented a new virtual infrastructure based on VMware vSphere for new infrastructure services
- Provisioned new iSCSI SAN storage utilising Dell EqualLogic hardware and Cisco network infrastructure.
- Documented the new infrastructure and provided user training to IT Staff.

References: Available on request