Dan Williamson

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Personal Statement

I am an enthusiastic IT professional with a proven track record in delivering first class IT Support in an Enterprise environment, as well as in a managed service environment for various SMEs. I have excellent technical and interpersonal skills, highly focused on VMWare and Windows environments.

Career History

Infrastructure Engineer, OryxAlign, July 2017 – Present

Working for an extremely busy, award-winning Managed Service Provider, I design, configure and implement our current Private and Public Cloud solutions including multiple-vSphere DataCentres and a small Microsoft Azure offering. I support the full stack from storage, networking, virtualisation and server infrastructure. Technologies supported included are:

- VMWare – multiple VMWare Datacentres including vCenter, vCSA, NSX, TMDS, ESXi – recently completed an upgrade project to bring all of our ESXi Hosts up to ESXi 6.5 and deployed NSX for Guest Introspection and Trend Micro Deep Security
- Storage – managing four SANs including 2x EMC VNX Arrays and 2x DotHill AssureSAN Arrays
- Networking – managing multiple sites with Cisco 4500 Core and Cisco 3850 Edge switches, Brocade and Dell FC Switches and Dell iSCSI Switching.Cisco ASA Firewalls including multiple site-to-site VPNs, NAT, ACLs and HA/Redundancy
- Backup & DR/BCP – multiple VEEAM scale-out repositories including VEEAM Cloud Connect into Microsoft Azure for geo-redundancy. Replication, Backups and Recovery.
- Microsoft Windows Server – multiple AD Domains, Forests managing DNS, DHCP, NPS, IIS, AD, GPO, Cluster Manager, Storage Spaces, Windows Networking. Microsoft Exchange, Office365, SQL Server etc
- Microsoft Azure solutions – we are expanding into Azure migrations, taking on-prem solutions and migrating to our public cloud. Managing technologies such as IaaS, SaaS, Azure Networking/VPN and basic Azure Storage management

IT Technical Support Officer, Loreto College, July 2015 – July 2017

Focusing on delivering quality support as a 3rd line analyst to a large Sixth Form College with 3500 students and 3000 Endpoints. Since joining Loreto College, I have been involved in various projects such as:

- Implemented Microsoft SCCM 2012 R2 Current Branch to replace existing SCCM 2007 Infrastructure
- Windows 10 Operating System Deployment – building baseline image, configuring Group Policies, building Zero-Touch Task Sequences for quick deployment of our images
- Group Policy Refresh – broke down all the GPOs into more modular, leaner policies
- Implemented WSUS and Software Updates with SCCM using SUP/SCEP
- Upgrading VMWare Cluster to ESXi 6.0 and implementing new ESXi Hosts
- Implementing Hybrid Exchange 2013 and Office365 environment

My responsibilities include:

- Mac OSX Mavericks, Yosemite and El Capitan Support and Administration / Casper Deployments
- Active Directory Management and Administration
- Microsoft Exchange 2013 and Office 365 Administration
- Backup Management with Backup Exec 2014 and VEAAM
- SCCM 2012 R2 Administration – Packaging / OSD / Compliance / SCEP
- Mitel PBX Support and Configuration
- VMWare / vCenter 5.0 / 5.5 / 6.0 Administration
- PowerShell Scripting

2nd Line Team Lead, Cloud10 IT Solutions, April 2015 – July 2015

I managed a team of 4 1st/2nd line technicians and was responsible for Office 365 Migrations and Backups as well as the day-to-day responsibilities:

- Windows Server 2008 R2 & 2012 R2 / Active Directory / DNS / DHCP / Group Policy
- Microsoft Exchange 2010/2013 Administration & Migrations
- VMWare ESXi 5.5 Configuration and Support
- Network Management using various SOHO Routing and Switching equipment

2nd Line Support Analyst, Dentsu Aegis Network, June 2013 – April 2015

At Dentsu Aegis Network I was responsible for various projects and support including:

- ADDS Migration from Manchester domain to global Active Directory Forest via Trust
- VMWare VDI transition to thick client DELL hardware – utilising SCCM 2012 for OSD
- Web Server migration and upgrade to Windows Server 2008 with SQL Server 2008 and IIS configuration

- Supporting a VMWare VDI environment with ESXi 5.0 VMWare View and vSphere
- Microsoft Exchange 2010 Configuration and Support
- Windows Server 2003 and 2008 Administration with Active Directory / Group Policy / DNS / DHCP / FTP
- Mitel MXE3300 VOIP Support and Management
- Symantec Backup Exec and VMWare Snapshot Management

1st Line Support Analyst, Baines & Ernst, December 2012 – June 2013

Baines & Ernst are an award-winning Financial Services company, I was the first point of contact for the internal 5-man IT team supporting 250 users across two sites in Manchester. My responsibilities included:

- Migrated 250 users from Windows XP to Windows 7 with MDT/WDS
- Refreshed Printer Estate with Ricoh Printers

Technical Support, Aria Technology, November 2011 – March 2012

Supported the technical inbound calls, my responsibilities were:

- Management and prioritisation of all in-coming and on-going helpdesk tasks
- Advise customers on troubleshooting hardware and software problems – ensuring that none-technical customers understand the procedure.
- Ensured that every customer was dealt with professionally and that they were satisfied with the outcome.

- Monitored and responded to telephone, email, bulletin board and in-house Q&A software for queries, returns requests and complaints.
- Tested returned PC components using industry-standard methodologies when items returned via RMA and collaborated with suppliers to ensure customer satisfaction.
- Ran the front-of-house shop when needed, handling cash, credit and debit card transactions as well as advising customers and sales, deals and technical information.

Junior Software Developer, Software Systems Europe, November 2010 – November 2011

Software Systems Europe are a small software house focusing on Medical Legal and Manufacturing Control solutions, in my time there my duties were:

- 1st and 2nd line Application Support for all internal software solutions, speaking directly to clients
- SQL Server 2005 Development work creating table structures, writing queries and basic administration tasks
- Development of in-house software

Education

The Manchester College, 2007 – 2010 – BTEC in IT

Studied the core curriculum of IT with a focus on Software Development, modules included:

Network Technologies	*Application of Number Level 2*
Database Systems	English Language
Data Modelling	Functional Skills
Web & Software Development	

Egerton Park Arts College, 2002 – 2007 – six GCSEs attained

Achievements & Interests

I am a keen reader of High Fantasy, dog walker, hiker and have a huge interest in all sorts of technology from Code to Infrastructure.