DENIS KAFULUBITI, MCP, MCSA

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Self-motivated, result oriented, flexible IT professional with vast experience and skills in IT infrastructure project delivery, management, upgrades, trouble-shooting and support. Enjoys new challenges, always willing and able to learn and teach. Customer focused, friendly, a good team player and works equally well in independently when required to.

CAREER SUMMARY

HSBC Bank plc

Data Centre Engineer, Infrastructure Delivery & Management Team	**August 2018 – Date**

Employed and an external contractor, successfully executing the duties undertaken while previously employed as a permanent employee.
Details are shown in the role *Senior Infrastructure Engineer (June 2007 – December 2017)* below.

National Health Services

Server Engineer (Team Leader), Server Refresh and AD Domain	**March – July 2018**

Consolidation Project
Successfully refreshed the IT infrastructure for multiply NHS sites to latest versions and new functionality
- Scoped each individual site on pre and post refresh requirements beyond the standard
- Build and configured new Windows 2016 servers (Virtual on ESXI 6.5 hosts on Dell hardware)
- Created necessary DNS entries, DHCP scopes, GPO and AD objects to support the refresh
- Migrated live servers (File, Print, DHCP, SQL and application) from physical Dell Windows 2008 to ESXi virtual Windows 2016 servers
- Configured client Windows 7 and 10 machines for new infrastructure and deployed MS Office 365
- Migrated users and resources for various sites to one centralised Active Directory domain
- Configured Veeam backups and WSUS updates
- Resolved any issues that arose around the refresh and migrations

HSBC Bank plc

Senior Infrastructure Engineer, Infrastructure Delivery & Management	**June 2007 – December 2017**

(Currently back in this role on a contract)
New Infrastructure Project Delivery
Successfully achieved the following for multiply new infrastructure requirements, all done to strict project deadlines and budgets while constantly providing timely and clear feedback to requestors
- Reviewed solution design documents and provided guidance to requestors for new infrastructure
- Liaised with hardware and software vendors/developers and made purchases required
- Created and managed the appropriate
    o DNS entries for new servers, clusters and switches
    o DHCP scopes for new clients
    o Active Directory objects (OUs, users, computers, groups) and Group Policy Objects
- Allocated and activated network and SAN switch ports
- Engaged with various teams to get data centre space allocation and cabling for equipment
- Planned, raised and carried out change activity for installs, configurations and bringing new application and database servers (physical HP and IBM rack mounted and blades and enclosures, and virtual VmWare and Hyper-V) online across various data centres
- Installed and configured Operating Systems (Windows 2016/12/08/03, Red Hat Enterprise Linux 6.6/5 and ESX 5.5) and applications on servers.
- Installed and configured new clients or deployed new software to existing Windows 7/8 and 10 PCs (Windows server and desktop Operating System deployments done via SCCM)
- Sanity checked servers, clusters and client PCs for security and other compliance and addressing any issues then handing them over in line with IT and business

Devised the workflow for the end to end new IT infrastructure delivery process, and constantly reviewed and made improvements to process. Also produced and updated the documentation for the process.

1st, 2nd and 3rd Line Live Systems Support
- Provided 24/7 on-call support for servers and enclosure hardware and software to avoid outages and successfully recover services where lost.
- Done to strict SLAs and involved coordinating with all stakeholders and providing timely and accurate feedback until service is fully recovered

Engineering, Ever-greening and Estate Management
- Prepared new releases of Operating Systems super-stacks for SCCM deployments
- Tested and Evaluated new hardware bundles and operating systems before being adopted as HSBC baselines
- Reviewed server upgrade (firmware, disk, memory, etc.) requirements and made recommendations
- Planned, raised and coordinated/executed change controlled server upgrades

Data Centre Migrations of live services
Successfully carried out the following for the migration of live infrastructure
- Collated and provided required information to Networks and other provisioning teams in order to prepare new location for equipment being migrated
- Physically relocated and reconfigured equipment between various data centres and computer rooms
- Handed over, supported, and did any remediation required until migration is successfully signed off

Initiatives and Other Work
- Took initiative and produced automated scripts to eliminate routine/manual configurations for HSBC compliance standards
- Recruited and trained new staff
- Successfully headed the program of training staff in global areas to take over the OS provisioning and deployment part of the infrastructure delivery process to the newly formed global OS (virtual and physical) Provisioning Team
- Instrumental in collaboration with hardware vendors in handing over firmware, memory, CPU and disk upgrade tasks of change activities to the vendors

Technical Specialist, Distributed Server Support Team   **September 2005 to June 2007**
- Built, deployed, administered and upgraded (AD, WINS, DNS, MOM, Veritas backup, McAfee EPO antivirus) servers
- Monitored, recovered (where system loss occurred) countrywide servers, printers and global users
- Migrated network devices to redefined IP address ranges according to bank standards
- Mentored new team members
- Visual basic scripting
All done to strict Service Level Agreements

Technical Specialist, Desktop Projects Team   **September 2004 – September 2005**
- Evaluated desktop hardware and made Operating System builds for new technologies
- Upgraded desktops to Windows XP
- Packaged, tested and deployed off the self and bespoke client software for both local and global business areas
- Provided Installation and Support Documentation for 1st and 2nd line support of server and client systems
- Provided 27/4 3rd level support on the bank's desktop infrastructure and global users

SKILLS

Operating Systems install configuration and administration (Physical and Virtual)
Windows Server 2016, 2012, 2008 and 2003 Server (Active Directory, PowerShell, DNS, DHCP, SCCM, WSUS, Backup, Antivirus, File and Print)
Red Hat Enterprise Linux 6.3, 6.2 and 5.0
Windows 10 and 8 desktop versions integrated with Microsoft Office 365

Virtualisation
Hyper-V, ESXi 6.5, VmWare, Vsphere

Hardware and data centre
Installs, configuration, upgrades and break fix support of a wide range in IT Infrastructure such blades servers and enclosures, rack mounted servers, desktops, laptops, printers, switches and networking

Other
Agile methodology, ITIL
Customising bespoke and off the shelf packages e.g. Office 365
Producing technical support and procedural documentation

CERTIFICATIONS
Microsoft Certified Solutions Associate (MCSA): Windows Server 2016 (Chartered)
Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 R2
Microsoft Certified Professional (MCP): Windows Server 2012 R2

EDUCATION
Institute of Data Processing Management (IDPM) diploma and part of Higher National Diploma (HND)