



GAVIN JENNINGS

Wintel Infrastructure Engineering & Design

PROFILE

Experienced systems engineer with a proven ability in the support of large infrastructure systems in multiple business areas from the Legal sector through to major private healthcare, financial and Mutual Assurance providers.

A sociable, engaging character with a diplomatic nature and a personality that can help to promote team spirit & image. Also a firm believer that having strong interpersonal skills are just as important as technical capabilities.

Great interest in emerging technologies with a strong ability to quickly develop a working knowledge of new concepts and an employee who likes to take new ideas and develop them, especially if this involves working with people outside the team. Also has an independent quality that can work to develop new ideas with good reasoning skills and an ability to 'weigh up the odds' without direction.

CONTACT

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SKILLS GLOBULE

PROFESSIONAL EXPERIENCE - OVERVIEW

Lowell Financial Ltd – System Engineer (Contract)

Leeds - 02/19 to Present

Re-engaged as project resource to aid in the transition from one managed service provider's datacenters to a new managed service provider. Full stack support from planning and design to firewall rule planning and supporting application testing.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 11/18 to 02/19

Re-engaged to provide resource support for a site to datacenter migration and Office 365 Service Improvement (Multi-Factor Authentication on boarding, MS Secure Score actions)

Lowell Financial Ltd – System Engineer (Contract)

Leeds - 01/18 to 10/18

Engaged to provide resource support for a number of key infrastructure projects.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 10/17 to 01/18

Re-engaged to provide resource support to on-going and slow-progressing projects as well as technical expertise for several systems.

British Wool - Senior Infrastructure Support Analyst (CONTRACT)

Bradford - 06/17 to 09/17

Engaged to provide support to new IT manager due to skills gap with existing staff.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 05/17 to 06/17

Engaged for a short term role to perform domain upgrade, removing 2003 domain controllers from Active Directory.

Pennine Acute NHS Trust – Infrastructure Engineer (CONTRACT)

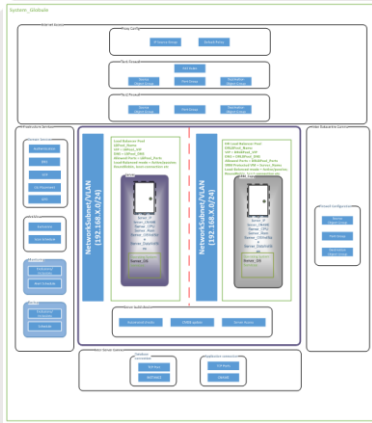
Manchester 03/16 to 04/17

Re-engaged to provide resource support to on-going and slow-progressing projects as well as technical expertise for several systems which required Service Improvement Plans.

Provident Financial Group – Technical Lead (CONTRACT)

Bradford - 08/15 to 03/16

Engaged as a project engineer, providing resource to a platform design team for a number of work streams.



See my blog for details on this concept

<https://synchronicityit.blogspot.co.uk/2019/02/starting-from-confused-but-getting-all.html>

PROFESSIONAL CERTIFICATIONS

Citrix CCA
MCSA 2003
MCT (Exchange)

EDUCATION

Sheffield Hallam University Sep
1997 – June 2001
BSc (Hons)
Computing (Networking and
Communications)
Grade 2:2

Full clean UK driver's license

Pennine Acute NHS Trust – Datacentre Engineer (CONTRACT) **Manchester – 02/15 to 08/15**

Engaged as resource to bolster up local Data Centre team to provide support for the trusts infrastructure. Covering a vSphere 5.5 estate, with Exchange 2010

Piksel - Senior Engineer – Managed Services (CONTRACT) **York - 10/14 to 01/15**

Engaged as resource to bolster up Microsoft Managed services support for a number of clients such as Alliance and Leicester, Gatwick airport, Charles Tyrwhitt Shirts, Virgin Active and Diageo plus support of a multi-client VOD platform via FilmFlex (Channel 5, ITV, Eircom & OSN Network Dubai)

WM Morrison Supermarkets – Server Engineer (CONTRACT) **Bradford - 05/14 to 10/14**

2nd/3rd line BAU management and support of key head-office Wintel systems

Royal London Mutual Assurance – Systems Administrator **Wilmslow - 07/11 to 05/14**

Management of multi-forest Active Directory domain with production, test and development virtual platforms hosting critical financial applications.

IOKO365 Ltd - Senior Wintel Engineer (Spire Healthcare team) **York - 01/10 to 06/11**

Promotion to senior engineer in recognition of role within the managed service team and the approach to peers, colleagues and technical challenges.

IOKO365 Ltd - Wintel Engineer (Spire Healthcare team) **York - 07/08 to 01/10**

Large Active Directory domain administration (9,500 user objects, 44 DCs and 110 application servers.

KEY SKILLS

Technical

Hardware

Experienced in the installation and support of:

Desktop PC's, Laptops, printers, Cisco UCS, HP and Dell servers (including Rack installations with HP Modular Storage Arrays and blade systems – primarily BladeSystem c7000 Enclosures), Watchguard firewalls, networking equipment and general peripherals such as scanners, IP photocopiers, digital cameras and PDA's. NetApp SAN administration (low level i.e. LUN and vFile provisioning)

Software

VMware ESX 4.1-6.5, Microsoft [MS] Office, MS Outlook & Exchange 2003 – 2013 plus MSOL/Office365, MS SQL server 2000 – 2012, IIS & ISA, MS Cluster Services, MS Hyper-V, MS SCOM & SCCM, MS TS/RDS, Active Directory, Citrix Metaframe (XenApp, PS 4.0-4.5 & XP) Novell Netware 6, GroupWise 6, ZenForDesktop 4, Zenworks 10, Novell Branch Office, Lotus Notes, Norton Ghost, Drive Image Pro, HP JetAdmin, Compaq Insight Manager, Many Anti-virus software flavours.

Operating systems

All flavours of MS Windows, from Windows NT4 to Server 2012 (including server core), with an MCTS qualification in Windows Vista and Windows 7 and advanced Windows server administration. 2003 Microsoft Certified Systems Administrator.
Basic administration of SCO Unix (monitoring print queues, restoring data)
Installation of Linux (Ubuntu, Mandrake & SUSE Enterprise server) for personal use.

General skills

Sound understanding of TCP/IP & networking and Project management fundamentals including ITIL Foundation qualification.
Patching of network points and IP address scheme management.
Management of MS clustered and NLB solutions.
Basic HTML web authoring through creation of personal web page for university intranet

Interpersonal

Reliable, responsible and enthusiastic nature. Ability and desire to learn, continue to learn and seek new challenges. Proven ability to work as both a valuable, democratic team member and a highly motivated, efficient and self-reliant individual.

PROFESSIONAL EXPERIENCE - DETAILED

Lowell Financial Ltd – System Engineer (Contract)

Leeds - 02/19 to present

- Support of Managed Service Provider migration, involving transitioning of key CMS to a new platform and datacentre, including firewall, application and infrastructure considerations along with stakeholder management, testing and development liaison.
 - Included major performance analysis (using Windows Performance Counters and also Windows Performance Recorder and Analyser) and liaison with 3rd party vendors (Progress and Microsoft) to determine RCA for poor performance of DBMS on new platform. Resulted in discovery of flaws within Kernel management within Windows Server 2016.
 - Included support of build of dev/test/pre-prod environments, liaising between MSP and internal SMEs ensuring Infrastructure was supplied and communicating with external systems as required.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 11/18 to 02/19

- Migration of 50 machines (physical and Hyper-V based) from a closing site into a managed service VMWare platform.
- On-boarding of 700 MSOL user accounts to enable Multi-Factor authentication for accessing Office 365 services.
- Use of Microsoft Secure Score to analyse current protection state and implement suggested actions to manage risk and improve overall platform to baseline best practice configuration.

Lowell Financial Ltd – System Engineer (Contract)

Leeds - 01/18 to 10/18

- Development of Low Level Designs for major system deployments, following-on from Enterprise Architects High-level designs. These designs included new web-platforms, internal automation systems and replacement case-management systems (including multiple environments for each – dev/test/pre-prod/prod).
- Formulation of high-level Infrastructure project build design template which could be reused between projects for confident deployment of underlying infrastructure (Windows VMs, F5 load-balancers, Juniper/Cisco firewalls)
- Provided SCCM 2012 Current State Analysis and Health Check report based on Microsoft BPA and SCCM configuration baselines. Also provided and initiated action plan to remediate current faults and failures.
- F5 rule set analysis and conversion to Visio design to aid BAU support.
- Physical build of VMWare ESX 6.5 hypervisor and deployment of Windows 7 & 10 Virtual machine templates through scripted methods to provide new training environment.
- Other specific actions in role included:
 - F5 load balancer and Cisco ASA firewall change requests with Rackspace.
 - MS group policy implementation
 - Scripted scope DHCP option modifications
 - Performance baselining through disk and CPU performance stress testing.
 - Packaging and management of the deployment of and upgraded Avaya CMS application to target collection of users.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 10/17 to 01/18

- OS vulnerability scanning and remediation through Tenable Nessus and NCC "StormCore" scanning
- Server OS hardened group policy object creation in accordance with CIS benchmarking.
- Penetration testing liaison and remediation assistance.
- SMTP relay service migration, moving to relay SMTP via O365 hybrid email relay server.

- Domain user and workstation migrations through creation of automated scripts (PowerShell invoking ADMT)
- SharePoint 2010 system migration and upgrade to 2013.

British Wool - Senior Infrastructure Support Analyst (CONTRACT)

Bradford - 06/17 to 09/17

- Corrected poorly and incorrectly configured Hyper-V Failover Cluster
- Expanded Hyper-V cluster storage, correcting poorly configured Cluster Shared Volumes.
- Corrected failing "live migrate" of VMs in cluster
- Patch Hyper-V cluster via "Cluster Aware Updating"
- Rationalise Hyper-V infrastructure (disk and compute) - Source and upgrade RAM on hypervisors to 256gb
- "PtoV" several physical servers to Hyper-V using "Disk2vhd", including SQL.
- Create HyperV VM template and build instructions, including Windows Updating procedure.
- Perform Active Directory and DNS infrastructure health checks.
- Correct ungraceful decommission of Exchange 2003 server from AD and Exchange.
- Correct ungraceful decommission of Domain controllers.
- Resolve domain NTP faults and reconfigure to "DOMHIER"
 - Configure daily checks PowerShell script to email server time values against DC/NTP source
- Resolve Veeam post installation backup failures
- Create and manage Veeam backup copy job for all servers to DR site
- Create and manage Veeam replication job for mission critical VMs to DR site
- Install and configure Veeam Endpoint client on multiple physical servers
- Install and configure Veeam One.
- Administer Dell Equallogic SAN.
 - Assign new LUN to Hyper-V cluster
 - performing housekeeping SAN snapshots tidy-up
 - remove poorly configured and unused LUNs to release space
- Configure and Install Dell SonicWall firewall devices including site-to-site VPN to head office, at several remote sites.
- Configure ILO/DRACS on physical servers where previously left without configuration.
- Build and configure SCCM from ground up, utilised to apply a desktop and server patching policy through SUP.
- Create and manage MIMECAST stationary for companywide corporate email footer.
- Deploy MS Remote Desktop Services 2012 solution for limited group of users, pushing out both RemoteApp and desktop via RD WebAccess.

Adare Group PLC – Migration Consultant (CONTRACT)

Huddersfield - 05/17 to 06/17

- Gain solid understanding of existing topology through Active Directory Topology manager.
- Understand existing DNS infrastructure and plan for replacement of DNS servers.
- Migrate DHCP scopes without impact to clients
- Migrate WINS and DNS without impact to clients including improvement/correction of existing configuration. PS script to hit static IP configured clients with new DNS server IPs.
- Migrate Certificate Services from 2003 DC to new 2008 DC (used for DC/Kerberos certs only)
- Install and configure new 2008 R2 domain controllers, promoting one to FMSO holder. Carry out demotion and decommission of 2003 domain controllers

- Full DCDIAG of AD and remediation of problems
- Upgrade of existing vSphere 5.1 infrastructure to vSphere 6 U3 (including custom Dell ESXi images)
- vRealize Operations Manager deployment, employing vSphere Optimization Assessment (VOA) for vSphere analysis to:
 - Maximize utilization with capacity monitoring analytics across compute, network, and storage
 - Proactively identify and remediate issues
 - Optimize resource utilization
- Implementation of vCheck for point-in-time view of vSphere cluster.

Pennine Acute NHS Trust – Infrastructure Engineer (CONTRACT) **Manchester 03/16 to 04/17**

- Exchange 2003 decommission, finalising removal of front-end/back-end Exchange servers from Infrastructure.
- Exchange 2010 DAG redesign and re-engineer, migrating database copies to vSphere Datastore cluster based disks away from Raw Device Mapped disks.
- Exchange 2010 to Exchange Online migration (with Microsoft FastTrack)
 - Infrastructure preparation (UPN Fixes, DNS, AzureSync).
 - Exchange Hybrid Configuration, test migrations and mail flow checks.
 - Planning and completion of pilot migration (50 mailboxes)
 - Mailbox migration planning and batch creation including full analysis of existing estate (5500 migration candidates out of 20,000 Exchange objects) and “pre-flight” checks.
 - Documentation of entire “onboarding” process to an Azure tenancy.
- Implementation of Veeam POC and deployment of first live phase (Exchange 2010 cluster)
 - Documentation of configuration
 - Service hand-over to BAU support
- vSphere 5.5 service improvement and monitoring
 - Analysis of vSphere for over-provisioned guests and recommendations for resolving.
 - Resolving faults with McAfee Move SVA installations.
 - Dell (Quest) vFoglight POC implementation for monitoring and resource management.
 - vSphere Optimization Assessment Enhanced Evaluation installation and configuration to provide analysis of the virtual environment and highlight optimisation opportunities such as misconfigured clusters, hosts and guests, performance problems and guests with underutilized CPU, memory and disk space.
- System Centre Configuration Manager (SCCM) 2012 (1606) design validation, build and configuration, including client deployment management, Software Update management, Endpoint Protection definition update management through ADR, collection management through direct and query-based rules. Included migration of certain components from existing SCCM 2007 build.
- Development of PowerShell scripts to determine specific auditing information, from status of Windows patches (through WMI) to information on Exchange mailboxes and vSphere interrogation.
 - Implementation of VMWare's “vCheck” script to provide sound health overview of vSphere estate.
 - Implementation of daily/weekly Exchange health monitoring scripts.

Provident Financial Group – Technical Lead (CONTRACT) **Bradford - 08/15 to 03/16**

- Windows server 2003 EOL migration project
 - Responsibility of developing a service transition framework to successfully plan, migrate and transition systems from 2003 to new platform and then on into support. **This became the framework for all projects following acceptance by governance board.**

- Highly reliant on strong communication with various business units, from service delivery and projects team to operational support, as well as accounting for third-party involvement.
- Physical server estate PtoV virtualisation project –**Technical Lead**
 - Technical lead for team of four engineers, providing scheduling of work as well as mentoring and escalation point for serious technical and business challenges.
 - Analysis of existing physical server estate (300+) and development of a migration plan to fully virtualise that estate using VMware Converter Tool.
 - Management of work streams across multiple internal support teams (Wintel, Database, Platform delivery) as well as liaison with subject matter experts within the business.
 - Chairing of technical forum to enable technical approaches, ideas and challenges to be aired, discussed and disseminated amongst the team.
- vSphere 5 to vSphere 6 VtoV migration project.
 - Analysis of systems requiring migration and development & documentation of process to migrate those systems via the "VMware Migrate Process".
 - Utilised shared storage and VMX file association.
 - Development of PowerCLI based script to automate this process.
 - Scheduling of work for a team of two engineers to migrate core development systems as part of initial run
 - Scheduling of work for a team of four engineers to manage migration of remaining 400 development servers via PCLI script.

Pennine Acute NHS Trust – Datacentre Engineer (CONTRACT)

Manchester – 02/15 to 08/15

- Build McAfee vShield Endpoint appliances (SVA) for AV scanning at ESX level, including documentation of build process.
- McAfee EPO management and reporting with CSR DB migration and system migrations from legacy EPO into new infrastructure.
- vShield Endpoint agent deployment to ESX hosts.
- VMware tools scripted upgrade (addition of VMCI vShield driver)
- ESX upgrades to current patch baseline and upgrade to 5.5.
- Build Windows 2008 failover server cluster for clustered DHCP (virtual).
- Build clustered SQL 2008 instance (physical).
- SCCM database move to clustered SQL instance.
- SCCM & SCOM reports move (with new SQL 2012 SSRS instance for each installed locally on CM/OM server)
- Build and maintain vSphere virtual machine templates (Server 2008/2012).
- Config of VMware guest customisation template for use with VM spin-ups (for hands-free guest OS customisation following template deployment).
- Report creation (simple XLS) via PowerShell extracting information from AD.
- Extract information from group of desktops using Quick Fix Engineering WMI object to determine last time Windows applied a security patch for all machines across the estate and then formulate coherent reports of this information.
- Migration of various Windows Server 2003 application and data platforms to Windows server 2008, including DB & file share relocation, along with client application reconfiguration via GPO.
- LANSweeper audit reports using SQL queries.
- NetApp LUN and vFilter creation plus process documentation
- Document installation of Cisco UCS B200 into 5108 chassis, including association of service profiles and configuration of node for SAN booting of Windows OS.

Piksel - Senior Engineer – Managed Services (CONTRACT)

York - 10/14 to 01/15

- BAU support including client daily checks.
- Incident management including high impact loss of service to public Content Delivery Network.

- Project to manage refresh of MS "Playready" DRM licenses on Azure platform (PaaS instances) and Windows based web servers.
- Project to manage yearly wildcard certificate renewal on a number of clients Traffic Management appliances (ZEUS/StingRay, Citrix Netscaler)
- Project to manage removal of support for SSL v3 on renewal on a number of clients Traffic Management appliances (ZEUS/StingRay, Citrix Netscaler) and Windows based web servers
- Management of multiple, independent vSphere environments including "standard" VM management (disk expansions, vmotion/storage vmotion, snapshot management etc.)

WM Morrison Supermarkets – Server Engineer (CONTRACT)

Bradford - 05/14 to 10/14

- BAU management and support of ESX 5.1 virtual infrastructure covering individual store, production support and application development environments.
 - Each individual store platform comprised of:
HP blade chassis with BL460 blade servers.
HP 2300 series MSA storage array.
ESX 5.1 cluster with a number of virtual guests.
- Support of production support systems that utilised a number of Microsoft technologies.
 - Windows server 2003, 2008 (core and Enterprise)
 - Microsoft Failover Cluster Services.
- User management through Active Directory, including Access Control List management for managing file resources across multiple child & trusted domains and Group Policy Object management.
- Print management through IXWare and Equitrac product suites.

Royal London Mutual Assurance – Systems Administrator

Wilmslow - 07/11 to 05/14

- Management of multi-forest Active Directory domain with production, test and development areas for financial applications.
- Administration of SCCM 2012 with package deployment and end-point management, including provisioning of virtual servers using MDT.
- Administration and development of Zenworks Configuration Manager desktop software package installations.
- Management of multi-tier ESX 4.1 environment (upgraded to ESXi 5.1 Q1 2013) containing over 750 virtual servers ranging from AD domain controllers to bespoke in-house actuarial systems.
- Medium scale provisioning of servers to tight project timescales.
- Management of on-site datacentre including the installation of physical servers into racks as well as HP blades into HP chassis.
- Exposure to EMC Clarion management and assisting with fabric switch migration.
- Patching of both the Windows environment (WSUS) and the ESX environment (through VM Upgrade manager baselines) to ensure the environment is secure and up-to-date.
- Several high profile data and application systems migrations, requiring co-operation with both external parties and internal customers, including in-sourcing of multiple systems (file data to Actuarial modelling) following acquisitions.

IOKO365 Ltd - Senior Wintel Engineer (Spire Healthcare team)

York - 01/10 to 06/11

- Promotion to senior engineer in recognition of role within the managed service team and the approach to peers, colleagues and technical challenges.

IOKO365 Ltd - Wintel Engineer (Spire Healthcare team)

York - 07/08 to 01/10

- Large Active Directory domain administration (9,500 user objects, 44 DCs and 110 application servers).

- Management of server builds and on-going support.
- MS Exchange 2007 administration
- Citrix MPS 4 administration and upgrade to 4.5 (XenApp)
- MS ISA array administration and 3rd line support
- MS IIS administration and 3rd line support
- VMWare Virtual Centre 2 administration and 3rd line support in EMC SAN environment (upgraded to vSphere 4)
- Websense Triton web security administration and 3rd line support
- MailMarshall SMTP v 6.4 administration and 3rd line support
- SCOM - monitoring of hosts
- SCCM - creation of collections & reports via SQL queries
- SQL server 2005 & 2008 administration and 3rd line support.
- Support of various healthcare specific applications (Kodak RIS/PACS, O'Neil RSSQL Medical Records)
- Asigra backup solution administration and 3rd line support.

Experience Prior to 2008 available on request