MATT HALE

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SUMMARY

Over 20 years' experience designing and implementing innovative, cost-effective, and secure IT solutions on scales from start-up to enterprise, across international industries from media, healthcare, retail, and manufacturing, to higher education, financial services, and NGO/non-profit. Able to relocate within the UK and Canada. Willing to travel.

KEY TECHNOLOGIES

Platform & OS:	Monitoring & Management:	Storage & Hardware	Networking & Protocols

•VMware vSphere
   vCenter
   ESX
   Operations Manager
•Hyper-V/Azure
•Windows Server:
   Legacy versions
   2012/R2
   2016
   2019
•Active Directory
   Group Policy
•Failover Clustering
•OS X
•Unix/Linux server
•MS SQL
	•HPE OneView
	•HPE Systems Insight Manager
	•MS SCOM
	•Grafana/Telegraf
	•Zerto
	•VMware Site Recovery Manager
	•Symantec Backup Executive
	•Symantec, Sophos, & McAffee Enterprise Managed Security
	•PowerShell
	•Bash, cron, etc
		•Nimble Storage
		•3PAR arrays
		•VMware vSAN
		•HPE EVA & MSA SAN
		•HPE Simplivity
		•NetApp
		•Open-E NAS & SAN
		•Brocade & HPE Fibre Channel fabrics
		•Blade & rack servers
		   Intel & AMD Epyc
		•Converged/Hyperconverged infrastructure
		•Composable Systems
		   HPE Synergy
			•VMware D-vSwitches
			•HPE network products:
			   FlexFabric
			   Comware
			   ProCurve
			   Juniper
			•Cisco switches & firewalls
			•OpenVPN
			•iSCSI
			•Fibre Channel
			•SMB/CIFS
			•AFP
			•DHCP
			•DNS
			•NTP

CAREER & ACHIEVEMENTS

HP > Hewlett Packard Enterprise > DXC Technology   2015-Ongoing

Infrastructure Specialist level 3 in the Infrastructure Architecture – Digital Enterprise Enablement group of DXC Field Delivery Services. Pre and post-sales **technical solution design** with a focus on **high availability**, business-critical systems. Recognised as the Technical Design Authority within DXC FDS for **private cloud** and **storage** solutions. For internal and external customers also provided:

- **Incident response, troubleshooting** & root cause analysis
- Monitoring & **uptime extension** services
- Infrastructure **lifecycle management** from initial planning to secure disposal
- General system **administration** across multiple hardware/software platforms
- **Disaster Recovery** planning & war-gaming
- Light **project management**
- Training & **mentoring** to junior team members

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CAREER & ACHIEVEMENTS (cont.)

Examples of achievements and projects delivered for DXC and customers include:

- **Modernised** the entire architecture of an international dye and pigment manufacturer. Designed and built a **decentralised VMware** solution that placed resources on multiple sites, as close to the point of consumption as possible for **maximum performance** and increased **redundancy**. Included a complete **disaster recovery** plan which has been successfully tested every year since.

- Created top-to-bottom **storage rationalisation** plans for an international NGO's **private cloud**, increasing **space efficiency** by ~30% and **cutting projected cost** of storage growth by almost 50%.

- **Rescued** 54TB of critical, **non-recoverable data** from a multi-node 3par system experiencing multiple controller failures. Whilst barred from involving vendor support, restored the system to **full working order** with third party parts, and without official documentation, or root-level access.

- Rebuilt an assortment of life-expired server hardware into a **resilient Hyper-V cluster**, to save a failing **Skype for Business** deployment. Implemented a workflow that **restored critical business communications** by delivering 18 configured and patched systems to the application team in under 35 hours, for **no hardware cost**.

- Established a service delivery **reference architecture** based on standardised units of customer site infrastructure, to assist DXC **pre-sales** support teams with constructing realistic and **cost-efficient** bids.

- **Solved** a vexing **intermittent problem** afflicting a global charity that funds biomedical research, by tracing what appeared to be random network data loss affecting hundreds of VMs, down through the layers to reveal a **bus reset timing bug** in a particular version of firmware for **Dell Compellent** storage arrays. Based on this work Dell released a patch to the public.

- Devised and implemented a **server build workflow** that allowed DXC to seamlessly take over **desktop management** and support for a national chain of luxury car dealerships, without impact to the business.

John Lewis Partnership   2014-15

Partner on a fixed-term contract to provide additional peak-season sales and CRM capacity in a blended environment of legacy mainframe systems, Windows Desktop & Tablet systems, and Google-hosted cloud-based services.

Relocation & UK Certifications   2013-14

Moved from Vancouver, Canada to Manchester, via London. Completed UK industry-standard certifications in **ITIL IT service management**, **Prince2 project management**, and **Togaf 9 enterprise architecture**.

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CAREER & ACHIEVEMENTS (cont.)

University of British Columbia   2005-13

A rapidly evolving senior IT role, as the institution restructured to overcome the largest funding shortfall in its history. Took on responsibilities of:

- **Infrastructure Architect**, restructuring and realigning services to meet operational needs and ensuring validation, fitness for purpose, and governance compliance.
- **Project Manager**, driving a number of transformational IT projects delivered by both internal and external suppliers
- **Support and Operations Team Lead**, providing guidance and mentorship to junior team members, as well as expert troubleshooting and consulting services within the Faculty of Dentistry.

Examples of achievements and projects delivered for UBC include:

- **Architect of the IT infrastructure and service delivery model** in the Faculty of Dentistry, transitioning from a decentralised, ad-hoc approach to a unified strategy based upon industry-standard frameworks and recognised best practices. Incorporating the requirements of dozens of independent research labs and academic departments, delivered major economies of scale through three sub-projects:
    - **Transformation of the local & campus-wide networks** into a software-defined private network with full support for traffic segregation & VLANs, QoS, VPN on demand, internal/external firewalling & intrusion detection, etc.
    - **Redesign & upgrade of storage resources**, moving from a traditional file server/client approach to **distributed SAN,** with offsite replication for unified backup & disaster recovery.
    - **Complete virtualisation of the Windows and Linux/Unix server infrastructure** on centralised **VMware** clusters, running on **HP blade & server hardware** installed in proper data centres at redundant sites.
- Restructuring and extension of the enterprise **DNS**, **Active Directory** forest, and **single sign-on** systems to better reflect the dynamic organizational structure, whilst providing higher levels of security for confidential data, e.g. patient health records, customer credit card information, police forensic evidence, academic records, etc.
- Created and documented a **bespoke linux-based SAN solution** to underpin scientific computing/data analysis clusters built with **Pacemaker**, complete with storage tiering.
- Secured **telepresence** and **remote systems access** to the graduate dental clinic from allied learning sites. Designed and implemented a fully virtual recreation of the

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CAREER & ACHIEVEMENTS (cont.)

clinical software environment with **VMware Horizon View,** for delivery to **zero clients**, **iOS**, **Android** & **Windows** devices, in support of a BYOD policy.

- Comprehensive security review including application analysis, security policy design, and multi-route firewall programming with **Cisco Firewalls**. **PCI-DSS compliance** enforcement in the online course sales call centre.

Cinesonic Productions > DBC Sound   2002-05

IT Specialist responsible for maintaining full function and quality of service whilst managing the relocation of a multi-studio digital film & television post-production facility first to temporary, then to permanent new locations. Supervised the design and installation of the IT and audiovisual infrastructure at the new sites.

The Mac Market   2001-02

Solution design, sales, and pre- and post-sales customer support with an emphasis on clients in the film & television production and education markets.

Airwaves Sound Design   1998-2001

IT Manager. Worked with the owner to develop and implement the overall technology strategy for the company, transitioning a multi-studio audio production facility from linear/analogue to non-linear/digital workflow. Provided oversight of suppliers and contractors, system and network administration and top-level application support.

SECURITY CLEARANCES

BPSS

24/04/2018 – 24/04/2028

SC

Eligible

SELECTED EDUCATION, TRAINING & CERTIFICATIONS

Microsoft

Upgrading your skills to MCSA Windows Server 2016. M20743B

Configuring, Managing and Maintaining Windows Server 2008. M6419B

Hewlett Packard Enterprise

HPE OneView Installation, Startup and Troubleshooting 01997060

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SELECTED EDUCATION, TRAINING & CERTIFICATIONS (cont.)

Proliant Server Platforms for Apollo Infrastructure 00924474

DXC Technology "University"

Microsoft Azure: Introduction

Microsoft Azure: Networks & Storage

Microsoft Azure: Automation & High Availability

Microsoft Azure: Active Directory & Authentication

Microsoft Azure: Security & Monitoring

The Open Group

TOGAF 9 Foundation – Enterprise architectural framework. Certified 2013.

APMG International

Prince2 Foundation – Process-driven project management methodology. Certified 2013.

BCS – The Chartered Institute for IT

ITIL Foundation – IT service management framework. Certified 2013.

Press3

Mac Certified System Engineer. Certified 2001.

Capilano University (ex College) —Vancouver, Canada

Media Resources – a broad-based program exploring the impact of IT and digital technology on production techniques for a range of media. Three academic years, completed in two calendar years (crush level). Graduated 1998.