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| Executive Summary  A skilled and results driven IT professional, proven in the delivery of business-critical Cloud and Infrastructure services and projects. Deep technical knowledge of Cloud and infrastructure development, design, support and maintenance including managed services, coupled with strong commercial awareness.  A strategic individual who possesses a high level of technical literacy, as well as a strong leader who is not only adept at working within business and technical teams, but also operates in sales and commercial environments.  Supports and works within sales teams securing large Cloud/IaaS/SOA contract wins. Utilises excellent  communication and interpersonal skills to build and maintain strong and trusted relationships with clients / customers, internal business teams & individuals.  Has operated in previous roles including end user customer, reseller/distributor and professional services  consultancy environment, international professional services company, and more recently within a managed service provider (MSP).  A keen supporter of the OpenStack foundation and technology principles, learning TOGAF and OpenStack best practises and standards as personal development whenever possible and applying these to real-life business environments and challenges. | | | | |
| Career Highlights   * Provided the high-level solution design and architecture oversight for PaaS solution, for a platform migration of national importance for the DWP circa £4.2M over 2 years * Secured and renewed several IaaS, Hosted Private Cloud and other managed service contract wins for period periods between 12-36 months * Researched, tested, documented and created a domain wide, Active Directory schema update for a large international law firm | | | | |
| Career History  **Redcentric PLC (InTechnology Managed Services)** | | |  | |
| Image result for redcentric logo | **Dates:**  **Nov 2013 - Present** | | **Position:**  **Pre-Sales Solutions/Cloud Architect** | |
| **Responsibilities**  Solutions design & architecture for data & storage managed services, working with various technologies and vendors and cloud providers. Dealing with Public Sector and Private Tenders, RFI’s and engagements through the Government G-Cloud. A mixture of Private, Public and Hybrid Cloud solution architectures, across multiple industries and sectors, using both CAPEX and OPEX commercial models. Cultivate and maintain a positive rapport with customers, sales teams, senior management and project delivery teams.   * Mixture of Dedicated, Hybrid, Azure and AWS cloud solutions. * Lead data architect for two of the largest data/hosting projects in the combined company history. * Data Presales lead on large £4.2m public sector G-Cloud contract win. * Cloud Transformation – New practise within the business to assist customers with a journey to the Cloud. * Progressed in less than 18 months to the lead data presales architect within the data team. * Vendor engagements – Nimble, HPe, resellers, VAR’s and distributors. * SC Cleared. Previously also held NPPV2 (Recently expired). * Reference point for numerous other contracts and opportunities, supporting colleagues on opportunities. * Data Product aware, supporting opportunities to increase the company products to support new opportunities. * Member of the Data Product Council. * Working continuously with N3 and Healthcare providers for the NHS. * Recent large RFP tender win for a private company with an Azure Hybrid cloud strategy * Continual striving to develop and improve technical understanding of current and future business goals. * Excellent experience in healthcare and large infrastructure deployments as well as small individual deployments   **Key Achievements**   * **Commercial:** Data Presales lead on large £4.2m public sector G-Cloud contract win. Dedicated IaaS platform renewal for existing SaaS providers UK environment, approximately £1.2m. Combined IaaS, VDI, Firewall and Managed Exchange solution for an individual housing trust. * **Technical:** Standardisation of existing technology and services for scalable IaaS, PaaS and SOA deployments. High level and low level designs for several customers including a healthcare SaaS provider, housing association and government organisation. Significant amount of troubleshooting of an existing IaaS infrastructure for a SaaS provider, in order to assist and attempt to resolve performance issues with its existing IaaS environment. Movement of team information to SharePoint and OneDrive to collaborate, share information and deliver more effectively. | | | | |
| **EMIS (Changed to EMIS Health)** | | | | |
|  | **Dates:**  **Oct 2012 – Nov 2013** | | | **Hosted Engineering Storage Consultant/Backup Team Manager** |
| **Responsibilities & Key Achievements**  Provided management and architecture support to a large NHS supplier, providing the infrastructure for one of the largest clinical systems deployments in the UK. Supported, maintained, developed the architecture to support several projects within the organisation. Provided leadership for the Hosted Engineering backup team, managing the backup of the entire EMIS Health estate. Also provided liaison and support to the EMIS Health internal business systems team for aspects of SAN and backup.   * Manage and support of multiple storage systems (SAN’s) as part of a team, providing terabytes of disk space for the EMIS Web & legacy applications, providing GP surgeries with Web and Pharmacy booking systems. Storage includes one of the largest Pillar (now Oracle) Axiom SAN environments in the world, HPe 3Par, HPe EVA, EMC and NetApp SAN’s. * Support Legacy FalconStor IPstor Storage virtualization. * Fibre Channel Fabric, with both Cisco MDS and Brocade switches. * Storage BAU and new service implementations & deployments. Operation and change control within NHS CfH guidelines. * Project support, design reviews, major incident reviews, liaising with other teams, Virtualisation, Software, DBA’s & Networks regarding service improvement and existing infrastructure problems/known issues. | | | | |
| **Proact (B2Net & Managed Data Storage (MDS))** | | | | |
|  | **Dates:**  **Jan 2010 – Oct 2012** | | **Position:**  **Service Delivery Consultant** | |
| **Responsibilities & Key Achievements**  Completed the implementation of a new Target Operating Model across the various IT functions within CIG; Lead with the creation of new IT programme functions with full waterfall & agile abilities & effective Programme Management Office capability.   * Service Delivery Consultant, responsible for multiple aspects of a managed service contracts, including detailed design & architecture, implementation, integration, and project delivery. * Manage and support multiple client systems and a multi tenanted secure platform, offering utility server and storage based on NetApp and VMware technologies, including Virtual Server Recovery (VSR), Secure Storage Vault (SSV), Hosted Exchange, Utility Servers, Utility Storage and Enterprise monitoring solutions * Professional Services Out of Hours Disaster Recovery testing. Engineering support. * 3rdLine/Consultant support to both clients and Proact UK helpdesk. Out of Hours upgrades and Exchange Support. * Client facing Service Delivery & Kick-Off meetings with new customers to discuss Service Transition & Service Delivery including workshops and delivery of service operation documentation. * Peer review of both client and internal service & technical documentation. * Regular Client facing service delivery meetings & quarterly service reviews, both remotely and on-site, to discuss the current service, expectations, service signoff and new developments. * Service Operation presentations with existing and new clients. * Support Account Managers with service delivery and technical issues, including service renewals and new service opportunities. * Participated with clients included large London based law firm, government arts organisation, a Fire Safety company based in Denmark, small logistics tracking company, Scottish college and a London based shipping insurance company.   Earlier Career   |  |  |  |  | | --- | --- | --- | --- | | **Date** | **Organisation** | **Role Type** | **Role Title** | | 2008 to 2010 | Pinsent Masons | Permanent | IT Infrastructure Specialist | | 2006 to 2008 | Pinsent Masons | Permanent | Customer Support Analyst | | 2004 to 2006 | Amey Business Services | Contract | Helpdesk Analyst | | 2004 | GMAP Consulting | Permanent | Business Analyst | | 2002 to 2004 | Nochex Ltd | Permanent | Support Team Member |   COre technical Skiils   * Enterprise and Technical Architecture, including assurance considerations. * Cloud based, and Service based architectures (IaaS, PaaS, and Hosted Private Cloud Systems). * Cloud Architecture Services: VMware, Microsoft, Azure & AWS. * Storage & SAN – Multiple Vendors – HPe 3PAR, Nimble, NetApp, EMC, Oracle. * Data replication techniques, high availability and data management * Secure multi-tenant platforms * Data security & encryption * Business & Technical Proposal Writing * PQQ, RFI, RFP responses – Both commercial and government * Tender and Framework responses, specifically G-Cloud & Public Sector. * Solution sizing, architecture, Bill of Materials (BoM’s) * Service management, service implementation and handover * Customer detailed design & architecture * Customer service reviews, liaison and support. * Virtualisation techniques * VMware ESXi Server VCS Server, Capacity Planning, VMware SRM * Virtual server recovery, DR and Business continuity. * HPe Server Hardware and Blade Centres. * Cisco UCS Blade technology * Nimble & HPe 3Par Storage * High value Bills of Materials (BoM’s) * Windows & Linux Operating systems (Windows Server, CentOS) * Broad understanding of Orchestration, Automation and Monitoring Tools | | | | |
| Education   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **GCSE:** | 9, including Maths, English & Sciences. | | **A-Level:** | 2, Including Geography & Design Technology | | **BSc (Hons):** | Technology & Management, 2.1 (2002) | | | | | | |
| Training & Professional Development   * Nimble Certified Storage Administration (2016) * VMware Technical Sale Professional 5.5 * VMware Sales Professional – VMware Cloud on AWS (2018) * VMware Sales Professional – Cloud Provider (2017) * NetApp NCDA – NCDA (2013) * AWS Solutions Architect Associate 2018 (Ongoing Learning) * ITIL: Foundation Certificate (2005, 2013) Managing E-Commerce Projects * British Computer Society Associate (2009)     interests and activities   * A member of the Ilkley & District Round Table, raising money for good causes * Previous Beer Festival Chairman - 2014 & 2015, raising nearly £90,000.00 for local charities. * DIY – Completing a large home extension * Spending quality time with my 2 young daughters & family dog * England Rugby fan * Personal interest in WWII history * Enjoys clay pigeon shooting when time permits! * Non-smoker * Driver; full clean car and motorbike license. * References are available on request | | | | |
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