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| Scott Denton  44 Mornington Crescent, Manchester, M14 6DE 07528 803536  Scott.Denton@outlook.com | |  | |
| Summary & Skills | |
| I have 5 years of experience working 3rd line Technical Support roles across a multitude of different industry sectors. I have a further 7 years of experience working more junior roles. I have excellent verbal and written communications skills that allow me to engage effectively across all levels of a business. I am capable of working well both individually or as part of a team. I am passionate about technology and I am always pushing myself to learn new skills in an ever evolving industry. I have provided technical support for data centre installations around the UK, ensuring a successful completion of the project for my client.  During my time on this project I was responsible for configuring and deploying 200 Cisco catalyst 2960 layer 2 switches and 150 Cisco Catalyst 3850 Layer 3 switches in varying stacked and stand alone configurations and ensuring network resilience with fault tolerance where appropriate. This included ensuring STP was configured correctly, VLANS were correctly configured with VTP and the appropriate IP routes and routing protocols were in place to allow traffic to flow efficiently to my clients managed MPLS core network. ­­­­  More recently I was working with a small MSP assisting with BAU support of their multitenant office 365 environment. This included pre and post migration support to project teams and end users within the AD azure environment, SharePoint services, exchange 365 in both full cloud and hybrid configurations and supporting the underlying network infrastructure which provided the backbone for the services. | |
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| |  |  | | --- | --- | |  |  | | *Solid understanding of Desktop & Data Centre hardware*  *Capable of working with a variety of Operating*  *Systems - Linux/Windows/OSx.*  *MCP Server Administrator.*  *Cisco device configuration and management.(Layers 1-7)*  *SharePoint 2007/2010/2013/2016 administration*  *Avaya/Samsung/Mitel Telephone Systems.*  *Unified coms – iPhone, android, BB, MDM*  *Storage solutions – DAS, NAS and SAN*  *Email and web filtering solutions*  *Virtualisation – VMWare/Hyper-V*  *DR and BC Planning and testing*  *Security penetration testing and audit remediation work*  *Paxton Building security systems* | *Full UK Driving License*  *Active Directory/LDAP management*  *Core Infrastructure service management(DNS, DHCP, TCP/IP networking)*  *ITIL Foundation Certified*  *Exchange maintenance and administration*  *Excellent communication skills*  *HTML, CSS, JavaScript, C++*  *SQL Management*  *Firewall Management*  *Citrix administration*  *PowerShell scripting and administration.*  *Reporting and monitoring solutions.(SNMP)*  *Security and Antivirus management*  *Microsoft office suite 2007 –2016/ Office 365* | | |  | |
| certifications  *Cisco Certified Network Associate – Pass – 2014*  *ITIL Foundation v3 – Pass – 2014*  *Microsoft Certified Professional Server 2008 – Pass – 2009*  *GNVQ Web Design – Pass – 2005*  *GNVQ Intermediate ICT – Pass – 2004*  *GCSE English, Math, Science – B, C, C – 2002*  Experience | |
| Lowell Financial Ltd Systems Engineer(Contractor) May 2019 – Current  Summary:  Lowell Financial are debt management company – they provide financial solutions for individuals struggling to meet their financial obligations. Lowell employ around 5000 people across the entire group with offices around Europe and Nordic regions. During my time with Lowell I have been assisting with the core migration project. The scope of the project was to migrate all systems from the old hosted Data Centre to the new hosted Data Centre with as little down time and impact to BAU as possible. While engaged on the project I was tasked with migrating and upgrading a bespoke financial application that was responsible for reconciling financial information with data polled from various databases. This bespoke application was vital for running monthly and annual accounting reports. Other responsibilities have been gathering information from the existing infrastructure and transferring this information into the new data centre with Technical Implementation plans. Developing Firewalls. Scripting and automating services/processes.  Responsibilities:   |  |  | | --- | --- | | Network Design and Implementation | Server decommissioning | | Process design and implementation | Active Directory configuration | | Capacity planning and provisioning | San and storage management | | Data Centre installations and management | Adhering to security best practices | | PowerShell scripting | Creating and Updating Documentation |   Active Business Communications Line 3 Technical Engineer September 2018 – December 2018  Summary:  Active Business are a managed service provider based in Manchester and the Wirral. They support around 3000 users globally and provide agile IT support for small to medium enterprises. During my time with active I was primarily responsible for providing BAU 3rd line support as an escalation point for junior members of the team. I was tasked with clearing the backlog of older support requests that had been stagnating and providing dedicated service for VIP clients. During my time with Active I have assisted in bringing the service desk in line with recognised ITIL processes and helped define security policy best practices for the organisation to adopt.  Responsibilities:   |  |  | | --- | --- | | Network Design and Implementation | Server decommissioning | | Process design and implementation | Active Directory configuration | | Capacity planning and provisioning | San and storage management | | Data Centre installations and management | Adhering to security best practices | | PowerShell scripting | Exchange/Office 365 administration | | Hyper-V administration and maintenance | Training and knowledge transfer | | Creating and Updating Documentation | User management |   Cygnet Health Care Contract Project Engineer June 2017 – January 2018  Summary:  Cygnet Health Care are a private health care organisation who provide specialist mental health treatment, rehabilitation and support for individuals that require dedicated 24 hour support and monitoring with 108 sites across the UK ranging from low to high security facilities. I was primarily responsible for ensuring that the data centre upgrade project was completed successfully across the 108 sites and adhering to strict deadlines and project milestones. Secondary objectives were to support BAU with the existing infrastructure teams and managing 3rd party suppliers work. This ranged from deploying new hardware using WDS and MDT solutions to migrating users in exchange and automating repeated tasks with scripts.  Responsibilities:   |  |  | | --- | --- | | Network Design and Implementation | Configuration of Cisco layer 2 and layer 3 switches | | VMWare ESXi host configuration | Active Directory configuration | | Capacity planning and provisioning | San and storage management | | Data Centre installation | Adhering to security best practices | | PowerShell scripting | Exchange/Office 365 administration | | VMware administration and maintenance | Training and knowledge transfer | | Documenting systems and processes | User management |   Irwell Valley Housing Association Technical Support Analyst February 2017 – April 2017  Summary:  Irwell Valley provide housing services to around 16000 tenants in the north west of England. During my time with Irwell Valley I was tasked with various tasks. The first and most important was to clear aging support requests and incidents. Other responsibilities included PowerShell scripting of daily tasks, SharePoint design and administration and Hardware provisioning.  Responsibilities:   |  |  | | --- | --- | | Citrix XenApp Infrastructure | Capacity planning and provisioning | | P2V and V2V server migrations | Active Directory management | | Monitoring system performance of server infrastructure | San and storage management | | Firewall management | Adhering to security best practices | | PowerShell scripting | Exchange/Office 365 administration | | VMware administration and maintenance | Training and knowledge transfer | | Documenting systems and processes | User management |   Metronet-UK Technical Services Analyst September 2016 – December 2016  Summary:  Metronet-UK is an ISP and managed service provider who offer cloud IaaS solutions to various organisations across the UK and Europe. Working as part of the managed services team I was responsible for 3rd line technical support of their multitenant cloud platform operating in a strict ITIL environment to established SLAs. This ranged from configuring cisco routers to deploying new hardware using a mixture of tools. Initially WDS for windows but also a cloud based solution for deploying mac operating systems and software.  Responsibilities:   |  |  | | --- | --- | | Network layer 2 and layer 3 device provisioning/configuration | P2V and V2V server migrations | | Active Directory management | Exchange/Office 365 administration | | Monitoring system performance of server infrastructure | On premise and hybrid exchange solutions. | | Managing client backups and WSUS patching | San and storage management | | Firewall management | Adhering to security best practices | | Managing virtual infrastructure | User management | | VMware administration and maintenance | Training and knowledge transfer | | PowerShell scripting | Documenting systems and processes |   Clarke Telecom IT Support Technician November 2014 – August 2016  Summary:  As the senior on site engineer for the business I was responsible for the day to day management and administration of the Clarke telecom domain. Working as part of a 2 man team I was tasked with a number of key projects during my time at Clarke Telecom. Most notable were the Data Centre migration when Clarke telecom separated from Clarke Energy and were purchased by Renew Holdings and the unified comms upgrade project which included upgrading from lync 2013 to skype for business. I was also responsible for mentoring and upskilling the junior member of staff.  Responsibilities:   |  |  | | --- | --- | | Network design and administration | Backup Scheduling and management | | Licencing and capacity planning | Firewall management | | 24/7 on call support | Active Directory design and maintenance | | SNMP Network monitoring to ensure proactive fault detection | Managing virtual infrastructure | | Process design and documentation | Annual Department budgeting | | P1 incident management | Training and knowledge transfer | | Security Auditing | Point of contact for stakeholder escalation | | Bespoke application support | SQL Database management | | Email and web traffic filtering | Windows desktop and server patching |   Arrow Global IT Systems Support Engineer November 2013 – August 2014  Summary:  Working as part of a team of two providing support for 200 users in Manchester, London and New York. My role reported directly to the IT manager. My first project when joining Arrow Global was to plan and implement a solution to remedy a number of security flaws within their network. I was also responsible for aligning the department with ITIL/Microsoft best practices, introducing a formal service desk, defining and agreeing SLAs with the business as well as change management.  Responsibilities:   |  |  | | --- | --- | | Network administration | Licencing | | Call logging | Active Directory Domain Services Management | | 24/7 on call support | Management of VM infrastructure. | | Monitoring system performance of server infrastructure | Management of VDI hardware. | | Citrix administration | IT strategy planning inline with business goals | | Data Centre Management | Supplier management | | Application support | DevOps support | | Documenting systems and processes | VoIP administration |   Think Money Group  IT Support Technician  April 2012 – November 2013  Summary:  Working as part of a 7 person team providing operational support to over 1000 users across 5 sites nationwide. I was a member of the infrastructure services team providing 3rd line technical support for the in house data centre, Exchange servers, SAN and operational support of Data Warehouse. I was responsible for the capture and updating of packages within their SCCM environment and documenting how to deploy software and operating system packages in the companies knowledge base.  Responsibilities:   |  |  | | --- | --- | | Taking ownership of escalated requests and incidents | Active Directory and Group Policy management | | Daily infrastructure checks | On call out of hours support in line with rota | | Management of SCCM/SCOM | Avaya VoIP support | | Management of Network hardware(IP addressing, VLANs and routing) | DevOps support | | Documentation and user training | Windows patching | | DR and BC planning | Data and storage management | | InfoSec support | Web and email filtering | | Exchange Support | Bespoke application support | | |