**Richard D Armstrong**

**48 Catkin Way Balderton Newark Nott’s NG24 3DT**

**01636 659417 – 07977804310**

[**RichardArmstrong2@virginmedia.com**](mailto:RichardArmstrong2@virginmedia.com)

**Experienced all round IT Consultant, Hands on” Wintel Infrastructure,**

**“Hands On” IT Infrastructure Management.**

|  |  |
| --- | --- |
| **Technical Summary:** | I have 22 years of Consulting, implementing projects, IT administration, support, and systems management with the last 16 + years working in varied mixed of project/BAU Wintel environments to enterprise level Inc. server 2019, predominately HP/Dell SAN, VMware 4 to 6.5 environments. I have extensive experience in IT consulting with Implementation of Hardware & Software infrastructure projects, ability to adapt quickly. Extensive Customer & Client facing skills & management; with the ability to build a rapport at all levels; I have an excellent understanding of project management and project design including “hands on” implementation & support. Knowledge and use of ITIL & basic Prince 2 best practice plus many years in IT support & delivery. I am a confident and motivated individual; I am capable administrating & managing infrastructures, data centre’s at 2nd/3rd line & 4th line, I have work multiple sectors including SME, financial, public sector, distribution, professional services & enterprise corporate environments, including small to medium size companies. I am an effective communicator at all levels, team player & capable of using my own initiative. |

**FOR AGENCY USE ONLY (please remove before submission)**

**RELOCATE Yes - for contracts**

* ***Actively seeking UK wide contracts***
* ***Perm roles depending on location, prefer East Midlands, London City areas but open***
* ***I am free to relocate for contract roles; willing to live away,***
* ***I can commute to London via Kings Cross, under 90mins***
* ***Your Availability for Interview: 48hrs***
* ***Notice Period: Zero***
* ***Expected Salary: Market Rates +***
* ***Visa Status: N/A***
* ***Nationality: British***
* ***Relevant Experience in years: 22 years***

**PRIMARY SKILL SET SUMMARY**10 years - IT Projects & Management   
17 years - Multiple high level project – Server, SCCM, AD, windows 7, server, System design,   
10 years + - Extensive Server/data Centre migration and implementation, Data Centre Moves, Builds, plan and design, rebuilds, refresh.  
5 years + Installation & Setup clustered SQL Severs , SQL general admin (infrastructure Side)  
ITIL & Prince 2 knowledge  
8 years - VMware to 6.5 inc. VSphere Web appliance   
4 years **-** Veeam Support  
20 years - Wintel – Windows 2003 – 2019 Enterprise,   
16 years desktop BAU in all OS, inc. Windows 10.  
10 years - Exchange up to 2016 inc. Server Support & Migration   
3 years - Full Office365 Support & Migration.  
10 years - SCCM 2012 deployment & image creation   
7 years - SAN – Synology, DELL EMS, HP SAN, BLADE systems.  
10+ Years, IT Consulting   
Extensive Stakeholder, 3rd party, customer, client facing skills

**WORK EXPERIENCE**

**Senior Infrastructure Consultant June 2019 – June 2019**

Drax Power Selby (Consultancy Contract)

Hands on project advisory role for integration of multiple sites solution for automated rollout a VMware 6.5 hosts, part of this was to educate the site VMware team.

**Senior Systems Engineer/Project Co-ordinator Feb 2019 – May 2019**

Nottinghamshire NHS (HIS) Foundation Trust, Nottingham (Contract

Project Migrate, as part of a small time of 6, hands on migration Windows & SQL servers to Windows 2016 and in certain cases Windows 2019, Mixture of Project & BAU work, consulting & coordinating multiple end to end projects, working with 3rd party suppliers, Stakeholders, in-house bespoke systems, keeping detail notes on progress, working with dev team, setting schedules, Multitasking and Management of smaller projects, organise 3rd party vendors, organising, implement resources for projects, plus other bespoke duties, as part of the BAU requirement the decommissioning old servers from the VMWare 6.5 infrastructure, decommissioning of the VM5.5 environment, creating new servers, installing applications, configuring servers, installing bespoke systems & software, upgrade to latest OS versions, testing, then go live.

Multiple project management including a major project working with a Cherwell ITSM specialist to implement an updated version of Cherwell ITSM, working towards a full ITIL environment, setting SLA targets, redesigning the GUI for all IT teams, creating workflows and cleaning up old systems, patching to latest version.

**Senior Wintel Infrastructure Engineer July 2018 – Oct 2018**

CAPULA Nuclear, Stone, Staffordshire (Contract) BPSS cleared

Completed a 4-month contract, within Cupula Nuclear Division and a 3rd party, building an end to end datacentre from ground up on a HP Blade and Dell Unity backbone, installing Windows OS and 3rd party software & hardware, extensive UAT, document creation and testing, extensive VMware 6.5 use and administration, inc. cluster and server creation, plus other associated tasks. Consulting, advice, team supervision, training and mentoring juniors. I am limited on what I tell you about this role due to the sensitivity nature.

* VMware 6.5
* Enterprise Domain, AD & GPO Administration
* Windows Server 2012 – 2016 (physical & Virtual)
* Trend
* MacAfee
* NTP & KMS
* vRealise vROps & vRLis install and config
* Enterprise class Desktop Build and Config

**Senior 3rd line Support Engineer March 2018 – April 2018**

Derby NHS Arden GEM CSU Ilkeston Derbyshire

Plan and Complete a five-week contract installing and configuring McAfee EPO 5.9 enterprise and migrating services from EPO 5.1 for a user and server estate of 20,000 devices. Creating documentation, handing over

**Senior 3rd line Infrastructure Support Engineer Oct 2017 – Nov 2017**

Essentra UK, Glitbrook, Nottingham

Working the global support desk clearing down old outstanding tickets on a week-by-week basis for BAU, from desktops to server issues, extensive AD, GPO, O365 account migrations, to ordering laptops to deploy globally.

**Senior Wintel Infrastructure Systems Engineer Aug 2017 – Sept 2017**

Nott’s County Council, Trent Bridge, Nottingham

Working with the Instructure System team within NCC.

General Service Desk, BAU and project work

AD 2008/2012/Exchange 2010/2016/Office365 Account, Creation/Administration

Extensive use of AD/ADFS/SEC groups, GPO config, administering

Windows mobile phone integration to AD,

Tablet Integration

Skype for Business 2015, Plus UC Server maintenance,

Citrix Get Connected & Apps administration via XenApps.

Extensive use of PowerShell includes basic script creation for AD.

Working the SOC desk one day a week, advices on incidents & problems, supporting & mentoring juniors.

**Wintel Technical Consultant Jan 2017 – Feb 2017**

Civica, Leeds (1 Month Contract)

Working with the projects team within Civica. Designing and implementation of Exchange 2003/2010/Office365 migration, extensive use of ADFS, AD, Configuration of email accounts to Office 365 Cloud, advising and problem solving working with tech team to resolve issues, plus server migration to 2012r2 for exchange, assisting and consulting on other projects as they come up,

**Wintel Technical Consultant Oct 2016 – Jan 2017**

Netsolutions, Newark, Nottinghamshire. (Contract)

Hands on working for small MSP, reporting directly to MD, with offices in London and Newark, managing 2 Data Centres, Internal & client IT infrastructure., primary work is designing and implementing new Backup and DR continuity solution, Advising clients on migration and refresh requirements, hands on VMware/VSphere implementation and upgrades to VMware 6.\*. Implement Office 365 and related technologies, Exchange Online, On-premise Exchange, migration to Cloud, Exchange Server support, Skype for Business Online, Active Directory and Active Directory Federation Services (ADFS), Directory Synchronization, SharePoint, OneDrive for Business, plus backup solutions & DR for cloud., also design office moves and windows 7/10 desktop implementations, and migrations.

**IT Wintel/VMware Consultant May 2016 – September 2016**

Netsolutions, Newark, Nottinghamshire. (Contract)

Working Hands on working for small MSP, reporting directly to the MD, advising and designing of New Data Centre requirement for clients, designing and implementing new Backup and DR continuity Solutions for clients, updating internal Data Centre, advising clients on migration and refresh requirements, installing new systems and setting up VMware/VSphere for clients. Also Design and implement Office 365 and related technologies including but not limited to, Exchange Online, Exchange Server, Skype for Business Online, Active Directory and Active Directory Federation Services (ADFS), Directory Synchronization, SharePoint, OneDrive for Business, plus backup solutions & DR for cloud.

**Senior 3rd line Wintel Infrastructure/Project Support Consultant June 2015 – Oct 2015**

Merchants (Dimension Data) Milton Keynes (Contract)

**Wintel IT Systems Consultant/3rd line Infrastructure Project Support March 2015 – June 2015**

Bentley Motors, Crewe, Cheshire, (Sick Cover/Contract)

**3rd Line Wintel IT Systems Consultant Jan 2015 – FEB 2015**

FIS Global, Birmingham & Leicester, (Short Term Contract).  
**IT Systems Consultant Oct 2014 – Nov 2014**

NEXT Retail HQ, Enderby, Leicestershire (Holiday Cover Contract).

**Infrastructure Consultant March 2014 – Oct 2014**

Net Solutions, Newark, Nottinghamshire. (ISP/IT Solution & Reseller)

**IT/IS Infrastructure Systems Consultant OCT 2013 – NOV 2013**

Robert Brett & Sons, Brett Group, Faversham, Kent

**IT Senior Infrastructure Consultant (VMware & SAN) AUG 2013 – SEPT 2013**

BI Worldwide, Newport Pagnall, Bucks, (holiday cover)

**Senior Infrastructure Technical Consultant (VMware & VDI) July 2013 – Aug 2013**

Sheffield Hallam University, Sheffield (contract)

**Senior Infrastructure & Network Analyst (Full Office Move) April 2013 – May 2013**

Waterloo Housing Group, Louth, Lincs  
**Senior 3rd line Server Support/Senior Infrastructure Systems Admin Feb 2013 – March 2013**St Barnabas Hospice Lincoln  
**Senior Wintel Infrastructure Engineer Sept 2012 – Nov 2012**Atos/Phoenix IT, Beeston, Leeds, Darlington  
**IT Manager/Senior Wintel Systems Administrator Aug 2012 - Sept 2012**Net Solutions, sage 200 primary reseller Newark, Nottinghamshire.  
**Consultant SCCM/Deployment Manager/3rd line Technician April 2012 – June 2012**Logica/The Scottish Parliament, Holyrood, Edinburgh, Scotland EDS/BS/CTC cleared  
**Deployment Manager/3rd line Support Technician Sept 2011 – April 2012**

Coal Authority, Mansfield (extended 3 times)

**2nd/3rd line Support Technician**

O2.com/Computerland, Nottingham **May 2011 – Jun 2011**

**2nd/3rd line Support Technician**

Interflora, Sleaford,  **Dec 2010 – Feb 2011**

**IT Support Officer/Temp Helpdesk/Service Manager**

SKDC, Grantham **Oct 2010 – Dec 2010**

**IT Support Technician**

Meridian Legal Systems, Stamford,  **July 2010 - Aug 2010**

**IT Desktop Support Technician/Interim IT Manager May 2010 – July 2010**

CBI-Fleetwood, Bircotes,

**IT Technician**

Lincolnshire NHS (LPCT - NHS) **Jan 2010 – April 2010**

**IT Systems Administrator**

John Deere, Langar, (holiday cover) **2007 - 2009**

**IT Installations Technician** Lincoln County Council, Lincolnshire.

**IT Installations/Support Technician** Nottingham Building Society.

**IT Support Consultant,** Nottingham City Council.

**IT Support Technician** L’Oréal, Nottingham, London **May 2006 - June 2007 –** (Perm)

**TRAINING & EDUCATION:**

**Lincoln College Sept 2001 – Aug 2002**

**Self-Study (practical & theory)** **2008 – ongoing**

To the level of MCSE, VCP, SAN

**St Wolframs School Grantham 1982-87**

**HOBBIES & INTEREST:**

I build & support computers for friends and I like to play golf when I can, a keen caravan enthusiast, I Sea fish regular, I love to build and make things in wood; I build and fly RC aero models and volunteer at LMA events as parking manager and events coordinator.

**OTHER INFORMATION:**

Car Owner/Full Driving License

10 years’ business experience running a photographic Studio (now closed)

**REFERENCES:** Available on Request

**TECHNICAL SKILLS MATRIX**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| IT Skills | Product | Skill Level 1=low, 10=high | Years’ Experience | Last Used |
| **Customer Service Skills** | Client facing, Remote Support | 9 | 12 | On-going |
| **PM/System Design** | Proposal and design of Windows/SAN/WAN/LAN/Hardware | 8 | 9 | On-going |
| **IT Project Management** | Multiple high level & low level  Infrastructure project | 8 | 7 | On-going |
| **Windows Support/ Systems Admin/BAU** | Domain Server 2000/2003 | 8 | 18 | 2017 |
|  | Domain Server Enterprise Level | 8 | 9 | On-going |
|  | 1st to 3rd line IT Support @ Desktop & Server level | 9 | 15 | On-going |
|  | WSUS 2.0/3.0 server | 9 | 14 | On-going |
|  | Config DC/AD/DNS/DHCP | 9 | 14 | On-going |
|  | triage/problem diagnosis skills | 9 | 16 | On-going |
|  | 2008r2/2012/2014 SQL Server/SSRS  install and config, general, Admin | 5 | 4 | On-going |
|  | Setup & support  IIS, web config, and intranet | 6 | 5 | On-going |
|  | Extensive CA SSL creation | 8 | 4 | 2015 |
|  | SolarWinds – Solarwinds Orion | 7 | 5 | 2015 |
| **Installation, Setup, & Administration** | Server 2008r2 to Enterprise  Server 2012r2 to Enterprise  Server 2016 to Enterprise | 9 | 17 | On-going |
|  | File & Print servers | 9 | 17 | On-going |
|  | Active Directory, GPO configuration and troubleshooting, permissions’ | 9 | 17 | On-going |
|  | Microsoft Terminal Server RDS Server – remote admin for apps | 8 | 10 | On-going |
|  | Exchange 2003 – 2010  Install/Config/Admin/Main/Troubleshooting | 7 | 12 | On-going |
|  | SharePoint  Install server and basic setup Inc. | 5 | 2 | On-going |
|  | MS Dynamics NAV/CRM  Infrastructure server setup and plus SQL Config | 5 | 2 | 2010 & 2012 |
| **Virtualisation** | ESXi 4.1to -6.5  upgrades/SVMotion/VMotion/vSphere v4.2-v6.5, P2V, V2V & V2P,  VDI Cloud  set up and admin | 8 | 10 | On-going |
|  | VEEAM  support & administration | 7 | 2 | On-going |
|  | VCentre 4.0 to v6.5 config/Setup inc. WA | 7 | 6 | On-going |
| **Hyper v** | Install setup and management | 7 | 2 | On-going |
| **HW Bare Metal Build/Installs; Blade related technologies** | HP C CLASS/DELL/IBM Servers & PC inc. Blade related technologies | 8 | 12 | On-going |
| **SAN Technologies**  **NetApp** | basic NETAPP/EMC  Knowledge and exposure | 4 | 3 | 2011-2015 |
|  | Basic HP EVA/3PAR SAN | 5 | 3 | 2012 |
|  | Left-hand | 6 | 4 | 2010-13 |
|  | Tegile SAN  LUN creation/ Config/Support, VMware integration | 6 | 1 | 2013 |
|  | Synology NAS/SAN, LUN creation and support | 7 | 4 | On-going |
| **Migration Experience** | DC Server/Desktop/Email/Exchange AD/2003/8/2012 – email - 2003/07/10/16  0365 migration | 8 | 10 | On-going |
|  | Full exchange 2003 – 2016 migration | 8 | 6 | On-going |
|  | 10 years Ongoing - Windows OS migration inc. Windows 10 | 8 | 10 | On-Going |
| **Data Centre** | Moves, Refresh and rebuilds inc. DR and multisite setup and config | 8 | 10 | On-Going |
|  | Multi-site Data Centre Support | 7 | 6 | On-going |
| **Office All version** | Microsoft Office 2003/07/10/13/16 | 9 | 14 | On-going |
|  | Email & Exchange Support, 2003 - 2016 | 8 | 10 | On-going |
|  | Exchange 2010-2016 | 7 | 4 | On-going |
|  | OWA, OCS 2007, 2010,2013,2016 | 8 | 4 | On-going |
|  | Skype for Business/MS Lync | 6 | 3 | On-going |
| **Firewalls/Proxy/VPN** | ISA/TMG | 4 | 9 | On-going |
|  | ComVault  Basic Admin | 3 | 1 | 2015 |
|  | WatchGuard  Full config and set up | 5 | 1 | 2013 |
|  | SonicWall TZ100 SSL VPN 200 | 6 | 2 | 2015 |
| **Citrix Presentation Server, Citrix Xenapp Server** | Xenapp/Server 4.5 6  Knowledge/Install, basic admin | 6 | 5 | 2015 |
|  | Client | 6 | 6 | 2015 |
| **Mobile Systems** | All forms of HTC/Window, Android, IPad IPhone Support, | 9 | 7 | 2015 |
| **Symantec Backup Exec** | 12.5,2010  Install setup and admin | 7 | 5 | 2015 |
| **Net backup** | Net back-up | 4 | 3 | 2015 |
|  | Enterprise Vault | 7 | 5 | 2010-13 |
| **EMC** | EMC Networker | 7 | <1 | 2015 |
| **CISCO** | Basic Router/L2 L3 Switches config with  extensive theoretical knowledge | 6 | 10 | 2013 |
| **Web Design** | Basic HTML, CSS, JAVASCRIPT | 7 | 10 | 2009 |
| **Encryption Software** | Be-Crypt Enterprise Manager | 9 | 1 | 2011-12 |
|  | Symantec PGP Encryption | 9 | 1 | 2015-16 |
| **Nortel Digital, Mitel & Avaya Voice/Phones Systems** | Avaya One-X  VOIP/Analogue | 4 | 5 | 2013 |
| **LINUX/UNIX** | Apache, PHP, Debain/Centos/Ubuntu LAMP Web Servers | 3 | 1 | 2012/13/14/2018 |
| **OTHER IT SKILLS** | Custom SW installs ETC | 10 | 15 | 1999-ONWARDS |
| **ERP/CRM** | General knowledge of Various systems’  Open CRM/ERP, | 4 | 3 | ongoing |
| **IT Management** | People/Staff Management | 7 | 7 | On-going |
|  | Outsourcing Management | 7 | 7 | On-going |
|  | IT Audits, Advanced Networking, Planning & Scoping Skills | 7 | 7 | On-going |
|  | Disaster Recovery Plans/Solutions & DRS multi-sites | 7 | 7 | On-going |
|  | Project Management | 7 | 7 | On-going |
|  | Customer Management, 3rd Party Management & Negotiation. | 7 | 10 | On-going |
|  | Budget Management - knowledge/exposure | 7 | 3 | On-going |
|  | ITIL Environments | 7 | 5 | On-going |
|  | Staff Training,  Individuals & Small Users Groups, mentoring | 8 | 7 | On-going |
|  | PRINCE 2 knowledge/exposure | 6 | 7 | On-going |
|  | SLA / KPI knowledge/exposure | 8 | 10 | On-going |
| **Windows Systems Design & Architecture** | Design and build of low/high level Systems, | 7 | 3 | On-going |
|  | Good Understanding Change Management, Project Management (Prince2) | 6 | <5 | 2015 |
| **System Centre 2012 Suite** | Virtual Machine Manager | 5 | 1 |  |
|  | SCCM 2007/ 2012  installing/knowledge/exposure/  application deployment App Packing | 7 | 2 | 2015 |
|  | SCOM 2007 – 2012  Install Config and general Maintenance | 7 | 2 | 2015 |
| **Documentation Skills** | Design Docs/process docs | 8 | 10+ | 2015 |
|  | Strong tech documentation skills | 8 | 10+ | 2015 |
| **PCI Experience** | Server hardening | 7 | 3 | 2015 |