**Jason Gifford**

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# Summary

* Microsoft Certified Systems Engineer with over twenty years practical experience of Microsoft Windows operating systems and solutions (including Windows Azure and Office 365)
* Experience of supporting large environments (300+ servers) and large user bases (2000+) spread over multiple sites (100+)
* Cloud operations experience with Microsoft Azure and AWS Cloud Services.
* Virtualisation experience using VMWare ESXi and Microsoft Hyper-V
* Messaging experience using Office 365, Lotus Domino and Microsoft Exchange (inc “cloud based” solutions)
* Experience configuring and supporting remote applications solutions such as Citrix XenApp, Microsoft Remote Apps and Terminal Services
* Experienced SQL Database Administrator
* Financial services sector experience
* Experienced in deploying and supporting "*n-tier*" CRM/ERP systems such as Microsoft Dynamics AX/NAV/CRM
* Experienced in the use of EMC, HP EVA and 3par SAN systems (inc HBA connectivity)
* Hold PRINCE2 Foundation Project Management qualification
* AWS Certified Cloud Practitioner

# Employment History

**October 2017 – July 2019 Contract**

**Esure – Cloud Operations Engineer**

This was a consulting role required to implement a new pricing application on the AWS Cloud Service. Working with a Technical Architect, the goal was to replace the current on premise Home and Motor insurance pricing systems. It utilised my skills with AWS, MS SQL Server, Powershell, IIS and WebServices.

**Responsibilities**

* Install and configure WTW RADAR Live software to technical design and company standards.
* Develop procedures to ensure Windows EC2 instances on AWS cloud are updated, patched and maintained to company standards without downtime or service interuption.
* Minimise AWS costs through the use of Cloudhealth, AWS Instance Schedular and Instance Auto-Scaling.
* Support the development cycle by mainting DEV, TEST, STRESS and Pre-Prod instances of all deployed software.
* Promote the use of Automation and Self-Service where possible using Jenkins, Travis, Terraform and Unify CI/CD/IaaS products.
* Manage requests and problems using JIRA and Remedy tickets.
* Maintain relevant documentation in Confluence.
* Monitor application performance and responsiveness using Dynatrace.
* Maintain SQL database backup strategy to FSA standards using AWS S3 and Glacier services.

**Achievements in this role**

* Reduced monthly AWS bill considerably through application consolidation, auto scaling and instance scheduling.
* Introduced Self-Service mechanism using Unify workflows so that developers and testers were able to create their own test scenarios.
* Document and handover system to on-site permanent staff including holding training sessions.
* Developed application upgrade process to ensure versions could be slip streamed into operation without any downtime and making full use of latest AWS service offerings.

**May 2013 – October 2017 Contract**

**PRS for Music – Technology Development Manager**

This was a technical role sitting between the Enterprise Architecture Group and the Programme Managers. My responsibilty was to ensure the technical aspects of any new project or function is installed to the companys standards and integrated appropriatley into the existing infrastructure. It utilized my skills with Microsoft Azure, SQL server, IIS, Sharepoint, .NET apps, IBM Cognos, Datastage and Applications Manager. The role was also responsible for infrastructure related support at 3rd Line level using my skills with VMWare, AD, System Centre Configuration Manager and Serv-U FTP.

**Responsibilities**

* Maintain the company’s website infrastructure (including 30+ .NET apps) ensuring standards adhered to
* Deploy releases to SiteCore Web Infrastrucuture/Angular Application (Set List Hub) using TeamCity and Octopus Deploy as part of the regular release cycle
* Assist developers with infrastructure related issues during the development/testing process
* Troublehoot and enhance the deployment automation processes
* Ensure all overnight processing on Windows based servers has completed successfully (ETL, batch, Application Manager jobs, Scheduled Tasks etc)
* Provision new server instances as projects dictate (VMWare/Azure)
* Advise on growth for capacity planning
* Attend CAB on behalf of Project Engineering Team
* Ensure any business affecting Website, Application Server or SQL issues are dealt with or escalated within SLA.

**Achievements in this role**

* Key member of the DT team that migrated the external facing website from MS Sharepoint on to SiteCore hosted in MS Azure.
* Implemented CODA Financials version upgrade, new hardware and new OS (received Silver award for achievement).
* Designed and implemented an applications manager process for International Revenue Tracking System
* Assisted with Sharepoint Content Deployment issues during a major project to refresh PRS for Music website – received recognition for commitment.
* Successfully upgraded CRM system without affecting user productivity

**July 2012 – May 2013 Contract**

**Thomas Miller & Co – Infrastructure Specialist (MSSQL)**

The role was primarily responsible for all Microsoft SQL Server instances used within the Thomas Miller Insurance Mutual. It utilized my SQL DBA skills with SQL 7, 2000, 2005, 2008 and 2012. I was also responsible for SQL Analysis and Reporting Services installations. As part of the infrastructure support team I also handled infrastructure related support and projects using my skills with Citrix XenApp, VMWare, AD, Lotus Notes, Sharepoint and MS Dynamics CRM.

**March 2005 – June 2012 Contract-to-Permanent**

**Kelly Services (UK) Ltd - EMEA Senior Infrastructure Engineer**

The main focus of the role was to provide 3rd line support of areas where I was considered “subject matter expert”. It utilised my skills with Windows Server 2008, Microsoft Dynamics AX, SQL Server, Lotus Domino, Citrix Xenapp and VMWare ESX. There was also a project element to the role which often involved planning and managing the project as well as completing the project tasks.

**June 2003 – March 2005 Permanent**

**OMX Technology - Senior Technical Support Analyst/Team Leader**

The role involved supporting and developing the internal IT infrastructure of OMX Technology (a company managing electronic trading systems for investment banks and brokerages). I led a team of four responsible for supporting Windows NT 4.0/2000 desktops with Office 97, Office 2000 and Lotus Notes Client as the core applications and Windows 2000/NT4.0 servers (including Terminal Services, Clustering, Active Directory, DNS, DHCP and WINS), Microsoft Systems Management Server 2.0, Lotus Domino 5, Microsoft SQL Server and Fax Senior Services.

**June 2000 – June 2003 Permanent**

**OM London Exchange – Senior Windows Systems Engineer**

Provided all levels of IT support to the office users and brokers of the OM London Exchange, Pulpex, Environment Exchange and UK Power Exchange. Provisioned and supported market data systems (Reuters and Open Bloomberg). Managed Data warehouse and supported data analysis applications (Business Objects).

**April 2000 – June 2000 Contract**

**Nomura -Systems Application Developer**

The role involved packaging, testing and documenting the company's standard and bespoke applications for distribution using Microsoft Systems Management Server and also preparing them for a company wide upgrade to Windows 2000.

**November 1998 - April 2000 Contract**

**Lehman Brothers (IBD) - PC Support Analyst**

This highly challenging role provided 2nd line support of both hardware and software for 600 users based in London and other major European financial centres. I provided desktop support for applications on a Windows NT 4.0 network including MS Office 97, Microsoft Exchange 5.5, Reuters and Bloomberg Market Data Systems.

**May 1998 – November 1998 Permanent**

**NatWest Bank Retail Information Systems - Technical Integration Specialist**

The role involved the testing of software components that were part of upgrades and patches to the NatWest's Retail Banking Platform. The Retail Banking Platform was Microsoft Windows NT 3.51 based and, at the time, was the largest Microsoft Windows NT deployment project in Europe.

**August 1996 – May 1998 Permanent**

**NatWest Bank Retail - LAN Administrator**

This role involved supporting around 130 users with Windows 3.1, Windows NT 3.51 and Windows NT 4.0 workstations and laptops on a Windows NT 3.51 Server based LAN.

**July 1987 – August 1996 Permanent**

**NatWest Bank Retail - Bank Clerk**

Held various clerical positions in NatWest Branches in Kent and Sussex.

# Technical Proficiencies:

**Operating Systems Experience**

Microsoft Windows Operating Systems including Windows 10 and Server 2019, VMWare ESX Server

**Cloud Services Experience**

AWS, Microsoft Azure, Office 365, BOX.com, NextCloud, OKTA, Zscaler, CloudHealth and Cloudability.

**System Monitoring**

Dynatrace, New Relic, App Dynamics, System Center Operations Manager and Nagios

**CI/CD Tools**

TeamCity, Octopus Deploy, Unify, Travis and Jenkins.

**Networking Services Experience**

TCP/IP, DNS, WINS, DHCP, SNMP, DLC, AD (Design, Implementation and Support in multi sites) and Routing and Remote Access (RADIUS, dial-up networking), CheckPoint, Bluecoat, Nortel Contivity VPN software and hardware load balancers.

**Messaging and Email Experience**

Blackberry Enterprise Server, Lotus Domino, Microsoft Exchange, Lotus Notes and iNotes, Microsoft Outlook, Outlook Web Access and Ironmail.

**Database Experience**

Microsoft SQL Server Administration (performance enhancement and scripting with Transact-SQL), Microsoft Access and Lotus Domino/Notes.

**Application Support Experience**

Microsoft Office(inc O365),Willis Towers Watson Radar Live, Microsoft Dynamics AX/CRM, Atlas, Lotus Notes, NetBackup and Backup Exec, Reuters, Open Bloomberg, Business Objects and CODA financial systems

**Hardware**

Compaq/HP laptops and Proliant servers (DL and ML series), Dell laptops and PowerEdge servers (including Blade and Chassis systems), CISCO switches/firewall/routers (basic/theoretical knowledge), EMC SAN storage (basic/theoretical knowledge), Brocade ADX load balancers.

**Telephony**

Ericsson MD110 PABX

Avaya S8700 PABX

Etrali Dealer board System (basic configuration/operation),

NICE call recording systems and Eclipse call logging/metering systems.

### **Qualifications:**

9 CSEs and 7 'O' Levels

Microsoft Certified Systems Engineer (Windows NT4.0 and Windows 2000) certification has been achieved. Official Microsoft transcript available.

PRINCE2 Foundation (achieved March 2012)

AWS Certified Cloud Practitioner

### **Hobbies:**

Vehicle Maintenance/Refurbishment, Cycling, Hiking and Adventure Travel

### **Referees:**

Supplied on request