**Stuart Fletcher – Infrastructure Analyst**

**26 Greenheart**

**Amington**

**Tamworth**

**Staffs**

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**D/O/B : 20/01/1983**

**Nationality: British**

**Key Skills**

Server 2016 / 2012 / R2 / 2008 / R2 / 2003 /R2 / 2000 / NT4

Windows 10 / 8 / 7 / Vista / XP / 2000 / ME / 98 / 95 / 3.1

Centos 6 / 7 Ubuntu 10.1

SOLR / RavenDB / MSMQ / RabbitMQ / Octopus Deploy / Teamcity / Nuget / VSO / Jenkins / Chef / Redis.

Domain management / certificate management.

Exchange 365 / 2010 / 2007/ 2003

MS SQL Server 2014 / 2012 / 2008 / 2005

Cisco / HP Switch Configuration

VMware VSphere 6.x / 5.x

SAN - Dell Equalogic / Nimble / HP EVA

Veeam 9 / 8 / 7 / 6.1 / 5

Lotus Domino 7 / 6.5

Sharepoint Services 3.0 / Foundation 2010

Active Directory, Group Policy, Domain Security

WAN / LAN management, VPN (IPSEC / PPTP / Cisco), Sophos UTM9, Nokia (Checkpoint R75) / Microsoft Forefront Gateway / Draytek / Palo Alto / Juniper SRX / Sophos UTM / Celestix / Citrix Netscaler MPX & VPX

TCP/IP, DNS, DHCP, DFS, FRS

AV - Symantec / Kaspersky / McAfee / Sophos / Trend Micro

LANdesk / Teamviewer / Netinstaller / Dameware / Ghost / Clonezilla / BDD

Blackberry BES / Express,

Office 2013 / 2010 / 2007 / 2003, Lotus Notes 7 / 6.5,

Phone Systems - NEC / Alcatel OmniPCX / Siemens HiPath / Cisco CUCM

Webroot / Websense / Scancentre / IronPort

Zabbix / Icinga / New Relic / PRTG

AWS / Web hosting Platforms

**Personal Statement**

A multi-skilled, highly motivated senior infrastructure professional with a proven ability to ensure the smooth running of ICT systems across both local and geographically diverse locations for high profile companies in varying industries and to provide IT services and support that will improve the efficiency and performance of a company. I am a fast learner and have proven that to be adaptable in any situation and willing to tackle new challenges with enthusiasm and drive. I have an excellent understanding of IT principles, finding that I am particularly good at understanding new technologies and ways of working. I am adaptable to varying situations and flexible in my working practices, committed to any role I undertake, and following tasks through to completion.

**Employment History**

**January 2015 to Present Day** *Infrastructure Engineer* **Connect Distribution Services**

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Connect Distribution are the UK’s largest providers or component and accessories for both White and Brown goods. In addition to distribution, the group also specialises in managing warranty & insurance repair contracts, utilising independent service providers all linked via in-house developed software. The company current runs around 100 websites, such as buyspares.co.uk, espares.co.uk, partmaster.co.uk, homebasespares.co.uk and 4ourhouse.co.uk to name but a few. Turnover stands at roughly £100m/yr.

Reporting to the Head of IT, I work as part of a 4 person infrastructure team who are responsible for the head office infrastructure, the National Distribution Centre, the eSpares web platform (C# .net / Windows) and soon to take over support for the remaining 100+ websites (perl / Centos). The estate comprises of roughly 350 servers both onsite and in hosted environments, and 400+ client endpoints. We work very closely with the eSpares development team (c#.net), helping to identify issues with the platform and performing a dev ops role. This includes supporting their toolset (octopus deploy, myget, TeamCity etc).

Key successes:

* Worked with eSpares Developers to provide a stable platform and continuous improvement for the eSpares.co.uk web platform. Includes, but not limited to server builds, patching, PCI compliance, load balancing, and certificate renewal.
* Currently working on a migration of 100+ websites from our current hosting solution to AWS. Currently in the build stage. Due to be completed March 2017. Entirely designed and implemented in house.
* Implemented clustered Sophos UTM 9 to firewall / route all network traffic and provide a remote access solution.
* Decided upon, sourced and implemented Websense email filtering service as a replacement for Cisco Ironport product. Successfully migrated 100+ email domains to new application.
* Responsible for implementation of new Nimble SAN over Fibre channel as part of a migration project in collaboration with Commerical Support Services. This project included rebuild of blade servers, reconfiguration of enclosure, Vmware upgrade, entire corporate data migration (including RDMs).
* Rebuilt primary file server on new platform, migrated data from RDMs, consolidating drive letters / deduplicated data, reducing space and backup requirements, as well as increasing security.
* Identified issues in company’s licensing models – implemented new Server licence model and KMS.
* Made use of unused existing VMware license by upgrading hosts to latest available versions for three environments.
* Key involvement in scoping and implementation of DR solution between head office and the NDC using VMware SRM. Implemented and tested.
* Identified issues with call recording over SIP, implementing solution with our phone system partner.
* Maintained supported and patched clustered SQL instances for web platform.
* Installation of new nimble iSCSI SAN at NDC and migration of data from local storage.
* Migrated SharePoint services internal webpage to SharePoint Foundation 2010.
* Identified issues of PCI non-compliance within the infrastructure – created and implemented plan to remove risks..
* Assistance with Microsoft Dynamics AX project (ongoing) to create onsite test platform.
* Migrated Voiteq voice picking system to new SQL host.
* Migrated RedGate SQL monitor to new SQL host / IIS host.
* Identified weak points in infrastructure and improved resilience of implementing additional VM / physical Domain Controllers.
* Raised functional level of domain from 2003 – 2008 with a view to upgrading to 2012.
* Upgrade of majority of server estate to Windows Server 2012 R2 from 2003 / 2008.
* Re-organised and secured Active Directory structure.
* Implemented VEEAM for virtual infrastructure backup, re purposing old HP SAN.
* Organised, planned and migrated all virtual servers from the previous HP EVA SAN to a new Nimble SAN.
* Migrated Connect House Development environment to new Nimble SAN at the head office.
* Improved Zabbix monitoring platform for Connect environment.
* Rebuilt logic for Icinga monitoring of eSpares web platform.
* Implemented Symantec Endpoint 12 and removal of Trend Micro AV across 3 separate domains.

**October 2014 to December 2014** *3rd Line Support Engineer* **Euro Car Parts Ltd**

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Euro Car Parts is the UK's leading distributor of parts for all makes of cars and light commercial vehicles.  Based out of Wembley, they have over 190 branches across the UK, as well as a strong online presence.

In my brief time at Euro Car Parts I worked extensively on their PCI compliance (SAQ-B) documentation and processes. I also assisted with a PED payment project for the stores utilising the P2PE Solve Centurion service provided by The Logic Group, a company whom I had worked with extensively at Jones Bootmaker.

In addition I created /amended work process documentation and streamlined the user leaver process.

**October 2012 to October 2014** *Network Systems Engineer* **Macintosh Retail Group**

**brantano.jpgjones-bootmakers2.png**

Working under the MRG UK ICT Manager I was responsible for the IT infrastructure for both the Brantano and Jones Bootmaker head offices (120+ office users) and store locations (240+ stores). I worked with the existing team to ensure the continued smooth running of the Jones Head Office and EPOS systems during the central support function migration to Coalville and beyond, including planning and carrying out system migrations from Eastbourne to Coalville.

From March – August 2014 I took technical responsibility for the running of the IT dept in the absence of an IT Manager. This involved ensuring all business requirements were fulfilled from a technical perspective, as well as taking lead on all technical projects and ensuring continued support was provided to all stores. I was also required to technically mentor the support team and 2nd line engineer (5 staff in total), recruit new staff, as well as ensuring all new store openings were supported and successful. Around 16 new openings took place during my time in charge.

Key successes:

* Took lead of department during absence of IT Manager.
* Sole responsibility for entire Jones POS estate, including management of products / sales information / reporting / discounts.
* Migrated support contract for Jones Bootmaker to Barron Mccann from Vista support. Included negotiation of contracts, hardware retrieval, and providing training for BM staff.
* Successfully opened roughly 12 new concession stores and 4 new retail stores during IT Manager’s absensce – providing all hardware, telecoms, store fitting and support.
* Key involvement in the design and implementation of the process for processing sales through concession stores, also providing item / price files in varying formats.
* Implemented Dropship supplier access – managing all imports and exports from business system.
* Worked exclusively from the Jones HQ in Eastbourne for the first three months of employment to migrate their systems and processes into MRG UK’s.
* Included virtualising infrastructure from unreliable unmaintained hardware and migrating functions to new servers.
* Heavily involved in PCI DSS compliance project for both companies (SAQ-D).
* Optimised Jones SQL cluster based EPOS system – reducing update times by 60%.
* Created virtual EPOS environment based on BTE StorePlus 6 for testing purposes.
* Physically moved Jones EPOS system to Coalville including change of IPs / routing with no effect on stores.
* Assisted in planning and implementation of Cisco phone system.
* Installed Equallogic 4100 module into existing infrastructure.
* Migrated Brantano and Jones servers to virtual environment.
* Upgraded infrastructure by introducing and upgrading VMware nodes running ESX 5.1.
* Introduced new Cisco 2960 POE switches, replacing current backbone.
* Added Cisco 3750 to existing stack and configured.
* Implemented VMWare Vsphere and VEEAM.
* Migrated all Jones systems to MRG HQ.
* Replaced and upgraded managed Wi-Fi infrastructure to Motorola WING solution.
* Implementation of Exchange 2010 and migration from 2003.
* Developed solution for new concessions stores to allow access to corporate data whilst keeping costs low.
* Implemented joint Payroll system (Albany Epay)

**Jan 2012 to October 2012** *Systems Engineer* **Capula Ltd**



Capula is a specialist in advanced automation and real-time business intelligence, working in the nuclear, power generation, utilities, environmental, oil & gas and industrial markets.

Working as part of a 4 person IT support function, and supporting 250+ users across multiple sites, I was responsible for supporting all areas of the IT infrastructure, focussing mainly on the newly developed nuclear arm of the business.

Key Successes :

* Resolved ongoing printer issues.
* Improved system imaging process significantly, reducing PC preparation time.
* Implemented Windows 7 (ongoing).
* Designed and implemented secure environment for storage and manipulation of restricted information (ongoing).
* Improved software installation process by utilising technologies already available within the organisation.
* Began process to move helpdesk to more up to date solution.
* Reduced network failure points through hardware replacement.
* Implemented network auditing facility (Spiceworks).

**May 2010 to December 2011** *IT Manager* **ThyssenKrupp Palmers Ltd**

**(Office closed – Made Redundant)** *palmers.gif*

Reporting to the Financial Secretary, and managing a member of staff (Desktop Support Technician), I was responsible for all IT and telecommunications functions within the business. This encompassed all levels of IT functionality from IT Project Management through to LAN / WAN support and management, to hardware and user support.

ThyssenKrupp Palmers had an IT presence of 172 onsite users, as well as remote workers utilising varying hardware. My role required me to evaluate, test, advise, train, develop and support I.T. related projects and systems, as well as procuring IT hardware, software, maintenance, products and services.

Key Successes:

* Undertook data migration and network split from joint domain belonging to sister company (ThyssenKrupp Services Ltd).
* Migrated server infrastructure from W2K3 to Server 2008 R2.
* Implemented DFS for a more uniform and flexible file structure.
* Migrated desktop infrastructure to Windows 7.
* Fixed and improved current web based systems (ASP / SQL / HTML).
* Improved system resiliency by identifying weak points and lack of system failovers.
* Upgraded email system from Exchange 2003 to Exchange 2010.
* Improved inter-site comms by implementing new robust hardware and secure IPSEC VPNs.
* Organised and implemented 4 new remote sites, including key offices.
* Optimised network and AD structure (removal of defunct DC / server metadata, implementation of sites / subnets in AD / DNS)
* Implemented SNMP using open source software to actively monitor site hardware.
* Assessed printing costs and reduced accordingly through a print consolidation project.
* Implemented SharePoint Services for co-operative working across sites.
* Introduced site-based backups using NAS boxes.
* Implemented Blackberry Express Service, moving to Blackberries handsets.
* Created corporate IT policy and software documentation.
* Removed dependence on external signature / disclaimer software by implementing in Exchange 2010.

**August 2007 to May 2010** *Network Administrator* **/////Alpine Electronics Of UK Ltd**

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Alpine Electronics is one of the world’s premiere suppliers for automotive audio equipment, renowned in their field for innovation and product quality in both aftermarket and OEM markets.

Reporting to the Senior Operations Manager, I was fully responsible for all areas of IT and communications within Alpine UK, supporting 60 office based and remote staff in the UK, and 20 staff in Gothenburg, Sweden. Being the sole member of IT staff, my role covered all areas of IT within the organisation. The position required me to develop and maintain the company IT systems, software and databases. One of my initial successes at Alpine was introducing a VMware environment (VMware ESX), migrating a number of physical servers to a virtual platform.

Key Successes:

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* Successfully created a virtual server environment utilising VMware ESX server, hosting servers running Server 2003 / Linux (Web / MYSQL server).
* Migrated all servers / users from an old domain to a new European domain.
* Migrated physical server functions to the virtual environment.
* Identified an urgent need for improved mobile communications. I achieved a marked improvement by introducing an internally hosted BES (Blackberry Enterprise Server) running on Lotus Domino 7, undertaking the entire project from conception through to installation
* Assisted with the implementation of LANdesk for remote support, replacing UVNC.
* Planned and implemented new Alcatel OmniPCX phone system.
* Reduced travelling / conference costs by increasing profile and usage of WebEx online conference system, re-negotiating the contracts to reduce per minute and license costs.
* Worked alongside contractors to move existing service / spares department onto their own domain whilst still retaining controlled access to our network.
* Reduced company’s call costs by moving from 0845 to 0870 numbers, identifying the requirement and working with all departments to ensure an efficient migration.
* Identified a requirement to gain greater control of Alpine’s returned Aftermarket product. Designed and implemented an online returns system alongside key members of staff within the organisation.
* Re-engineered backup schedule, improving process, reducing network traffic, and reducing backup times.

**June 2005 to August 2007** *Network Administrator* **BROSE Ltd**

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Brose Ltd is a partner of the international automotive industry, supplying products for more than 30 vehicle marques from 30 locations worldwide, with over 7000 employees engaged in developing and producing electronic / mechanical component systems for automobile doors and seats.

The role included full responsibility for the support of all networked and telecommunication systems on site, providing support to roughly 200 office staff and a busy manufacturing / logistics environment.

Key successes:

* Improved and successfully implemented a new Toyota Kanban printing process.
* Moved all local software installations to NetInstaller for scripted network installations, and assisted with the implementation of a desktop imaging system.
* Completed asset register and stock take of all on site I.T equipment.
* Undertook project to overhaul company’s data security within their W2K environment.
* Successfully migrated all workstations and production PCs to Windows XP.
* Assisted in server consolidation project using VMware GSX.
* Created a backup strategy for production PCs.
* Re-engineered process for uploading Toyota data into SAP.
* Implemented a procedure to write critical data from production machines directly onto a server to ensure the data is backed up.
* Overhauled company’s office PC hardware to ensure a minimum standard was adhered to.

**Education and Qualifications**

**Qualifications:**

* **BSc Degree Computing**

*Coventry University*

Modules included: Software Engineering, Commercial Programming, Project Management, Business I.T, Advanced Human-Computer Interaction.

* A-Levels: I.T, German, History, General Studies
* GCSE: German, Music, History, Maths, English Lit, English Language, Science (double award), Business Studies (all A-C).

**Other Courses and Qualifications:**

* Microsoft Excel Intermediate – March 2006
* Effective Communication Skills – March 2009
* Manual Handling Course – Sept 2009

**Additional Skills**

* Ministry of Defence S.C cleared.
* Full clean UK Driving Licence

**Hobbies and Interests**

In my own time I enjoy socialising, listening to a variety of music and watching films. I have a love of cars (and a slight obsession with cleaning mine) and anything automotive based, such as Formula 1 and BTCC. As with most people in the I.T profession, I have a keen interest in computers and technology.