**Curriculum Vitae**

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**Summary**

Extensive and varied IT background and experience working in the British Army and private sector of the UK.  
  
Experience has ranged from working as a telecomms and IT engineer to third line incident resolution on a number

of platforms and environments.

These roles have required working closely with technical staff, developers, third party suppliers, users,

account managers, and management in all stages of incident resolution and the development cycle.

Currently studying towards a degree in Computer Science through the Open University, specialties involve OOP and Web Technologies.

**Career History**

**July 2016 – Present [Auxilion] – Senior shift engineer and team leader**

* Working on multiple clients for a managed service provider which offers 24/7 365 support.
* Incident management from initial logging to resolution on a range of applications.
* Change request management up tp approval board level and on to completion and sign off.
* Monitoring and resolution of client infrasturcture and applications.
* Liasing with a number third party suppliers to resolve outages.

Applications supported and developed are on and for Microsoft Azure. Other exisiting clients are looking to migrating to Azure in the future. Roles require a working knowledge of Azure.

**Specific Technologies**: Windows Server 2008/2012/2016, Microsoft SQL Server, VMware, Microsoft Hyper-V, Microsoft Azure, Linux, IBM Hardware, HP Hardware, Veeam, Microsoft DPM, Powershell, Microsoft IIS and Various Bespoke client solutions

**March 2016 – July 2016 [Servelec Healthcare] – Application Support Engineer**

* Resolution of major incidents occurring on the RiO application which is developed by Servelec. This is an Electronic Patient Record System that uses web technology and Microsoft Server Technologies.
* Allication testing.
* Escalation of issues to thrird party suppliers.
* Liasoning beteeen third-party suppliers, clients and account managers.
* Strong use of SQL to analyze the data on customer systems and also to create fixes.

A high level of working with development staff was required.

**Specific Technologies:** Microsoft SQL Server, Microsoft Server, ASP, C#, SQL Profiler, Fiddler

**October 2014 – March 2016 [William Hill] – Service Support Analyst**

* Resolution of major incidents occurring on a number of William Hill applications mainly financial and back office). Liason and escalation of incidents to third party service providers, stakeholders, development teams and external customers.
* Collaboration with the relevant teams for fix preparation, fix review and testing and release management.
* Impact analysis for major outages.

**Specific technologies:** SQL, Crystal Reports, Linux, NSH, Putty, Wireshark, Splunk, Windows Server.

**October 2012 – October 2014 [Axiell Ltd] – Desktop Support Analyst**

The role was primarily concerned with first line support. This included problem analysis, technical first line fixes, problem analysis and escalation to technical groups and third party service providers (eg BT and Virgin) for library and archiving systems for a number of UK local authorities.

Other responsibilities included CISCO switch building and configuration, configuration of WiFi access controllers, investigation into MPLS faults.

Specific technologies were Windows Server, VMWare, Remote Desktop, Windows 7, SQL, Apache, MS IIS, CISCO and HP Pro-curve Switches.

**January 2004 – July 2012: HM Forces (British Army)** – Information Communication Systems Engineer

This was wide ranging IT work in a number of roles in the UK and overseas.

* First and second line support for operational networks, CISCO switches and routers, AVAYA telephone networks, VOIP networks, satellite communication systems.
* Installation and maintenance of Fiber optic and copper (Cat5e) infrastructures whilst on operational tour.
* Setting up, operating and maintaining various operational satellite communication systems.
* Building and deploying VOIP functionality enabled networks, provision of backup and archiving service for network servers. Design of training material and technical literature for several new Army Systems.

Specific technologies included CISCO, Windows Server, SQL, MS Exchange, UNIX, AVAYA, VOIP, JavaScript, PHP and HTML.

**Formal Qualifications**

BSc STEM (Open University) Object Orientated Programming with Java (In Progress)

BSc STEM (Open University) Web Technologies (HTML, CSS, JS, PHP, SQL) (In Progress)

Microsoft                                   MTA: Networking Fundamentals 98-366

Microsoft                                   MCTS: Configuring Windows 7 70-680

CISCO                                      CCNA Exploration: Network Fundamentals

CISCO                                      CCNA Exploration: LAN Switching and Wireless

CISCO                                      CCNA Exploration: Routing Protocols and Concepts

CISCO                                      CCNA Exploration: Accessing the WAN.

Foundation Degree                   Telecommunications Engineering

City & Guilds                             Optical Fiber Installation & Testing

GNVQ (Level 3)                        Telecommunications Engineering (Systems)

BTEC                                        Computer Studies