# SUMMARY

An experienced manager and consultant with diverse skills, capabilities and technologies on offer. Has the drive and a proven ability to adapt to whatever a role needs, delivering exceptional quality and service to both customers and colleagues alike. Determined problem solver with an ability to think both logically and laterally. Has an established reputation of delivering projects ahead of time and under budget and creating highly profitable customer training programmes; also has the proven skills to implement efficiency, growth and strength to his team by implementing standards such as ITIL. Respected by a wide range of colleagues from apprentices to members of the board.

# SKILLS

## Core IT Skills

* SDI Service Desk Manager
* ITIL
* NetApp FAS Series Filers
* NetApp Data OnTap 7-Mode
* NetApp Clustered Data OnTap (C-DOT)
* Tegile
* VMWare vSphere (3 through 6.5)
* VMWare Site Recovery Manager
* NetApp SnapManager (Exchange/SQL)
* Flexpod
* Cisco Unified Compute (UCS)
* Storage Area Network (SAN), Fibre Channel, iSCSI, Fibre Channel over Ethernet
* Disaster Recovery
* Business Continuity
* DHCP
* DNS
* Mimecast
* Active Directory Configuration and Support
* Windows Server (2000 through 2016) Configuration and Support
* Windows Desktop (all versions) Configuration and Support
* Windows Remote Desktop Gateway
* Microsoft Office (all versions including Office 365)
* Computer Hardware Support and Repair
* MacOS

## Additional IT Experience

* Microsoft Exchange Configuration and Support
* Microsoft SQL Server Configuration and Support
* Networking: LAN/WAN/VPN/Firewall/WLAN
* Backup (Arcserve, BackupExec, Syncsort Backup Express, Commvault, Legato, Azure)
* Nagios, Logic Monitor
* Microsoft WSUS
* Cloud: Amazon Web Services (AWS), Microsoft Azure
* Linux Configuration and Support
* Apache Server
* QLogic, Nexsan, Dell Equallogic, Hitachi Data Systems, HP, EMC, Compaq, Xiotech Storage
* Wordpress Configuration and Support
* SharePoint Configuration and Support

## Personal Skills

Public Speaking, Project Management, Documentation, Presentations, Training, Mentoring, Full Clean Driving Licence.

# Education

* City & Guilds Level 3 Certificate in Assessing Vocational Achievement (2018)
* BTEC Level 2 Photography
* BTEC HNC in Computer Studies
* BTEC ONC in Computer Studies
* GCSE Mathematics, English Literature, English Language, Information Technology, Physics, Geography, French, German

# Professional Development and Training

* SDI Service Desk Manager (2019)
* Crestcom Bulletproof Manager (2012)
* ITIL® Foundation v3 (2018)
* Prince2 Foundation (2009)
* NetApp NCDA 7-mode (2015)
* NetApp NCIE 7-mode SAN (2015)
* VMWare VCP 55 (2015)

# PROFESSIONAL EXPERIENCE

## Brighter Connections Managed Services Ltd

**Group Operations Manager January 2019 to date**

**Duties**

* Service Improvement.
* Service Delivery Team Management (Service Desk and Engineering).
* Service Delivery Reviews.
* Service Monitoring.
* Management Reporting.
* Customer Reviews.
* Customer Visits.
* Quality Reviews.
* Change Management.
* Office Facilities Management.
* HR Tasks: reviews, appraisals, 1-2-1s, welfare, mentoring, processing overtime, expenses and leave.
* Project and incident sign-off.

**Achievements**

* Introduced ITIL to the organisation and implemented a number of ITIL based policies in an attempt to grow and strengthen the whole Service Delivery function, specifically around Incident, Problem and Change Management, and Continuous Service Improvement. The has allowed the team to take on much larger customers and projects, and has helped streamline the ticket management process, reducing admin and freeing up the team’s time to deal with customer incidents in a timelier manner.

## Brighter Connections Managed Services Ltd

**Operations Team Leader May 2018 to January 2019**

**Duties**

* Incident Management.
* Service Desk Management.
* Incident Reviews.
* Incident Monitoring.
* Management Reporting.
* Customer queries.
* 3rd Line Support.
* Customer Visits.

**Achievements**

* Introduced Secret Server to the organisation in order to secure and simplify the management of customers’ secrets.
* Started an employment process for new systems engineers and helped build the excellent Service Delivery team that Brighter Connections now have.
* Improved incident management by implementing automated procedures and assigning Systems Engineers named customer accounts. This speeded up the incident allocation process and took away a large amount of admin that was slowing the incident management process down.
* Automated the outstanding (aged) ticket process to remove the need for a manual inspection if waiting for customer feedback. The system now automatically emails the customer and reminds them that we are waiting for their input.
* Engaged with Coleg Cambria to start an Apprenticeship Scheme at Brighter.

## ANS

**Training Manager, ANS Academy (Part of the ANS Managed Services Department) January 2014 to date**

**Duties**

* Reviews, appraisals, 1-2-1s, safeguarding, welfare, mentoring and assessing.
* Maintenance of Virtual Learning Environment (Windows Server, Active Directory, Windows Desktop, Windows Remote Desktop Gateway).
* Maintenance and support of Flexpod (NetApp, Cisco UCS, Cisco Networking and VMWare).
* Development, content-creation, and delivery of learning programmes that adhere to Ofsted standards.
* Liaising and negotiating with vendors and training providers.
* Keep up-to-date with technology to ensure that training programmes continue to be relevant.
* Liaise with technical departments within ANS to ensure that the technical training programmes are aligned to the company's requirements.

**Achievements**

* Successfully took over the running of the ANS apprentice academy in early 2014; Turning what was a struggling and disorganised team into a capable and successful academy. This was achieved by liaising and negotiating with ANS stakeholders, vendors and training providers to ensure that training programmes adhered to Ofsted standards and were of exceptional quality, and by Creating a fair, safe, nurturing, supporting and where necessary strict learning environment. This has resulted in the ANS Academy having a 100% graduation pass rate and apprentices who are focussed on quality and the customer.
* By recognising that half of the new apprentices had already completed the knowledge portion of their diploma and restructuring the training and assessment around hands-on placements, was able to manage and deliver what should have been a two-year Extended Diploma in IT in ten months; Having the apprentices ‘Service Desk Ready’ and graduated in twelve months with a 100% pass rate.
* Designed the 2017-2018 Service Desk Analyst apprenticeship programme, based on the City and Guilds Level 3 Infrastructure Technician standard. Using ITIL best practices and working closely with the directors of ANS, the Managed Services team and City and Guilds, ensured that the goals of all stakeholders were met.

## ANS

**Training Manager, Training Department (Part of the ANS Projects Team)**

**November 2010 to January 2014**

**Duties**

* Reviews, appraisals, 1-2-1s.
* Maintenance of Virtual Learning Environment (Windows Server, Active Directory, Windows Desktop, Windows Remote Desktop Gateway).
* Maintenance and support of Flexpod (NetApp, Cisco UCS, Cisco Networking and VMWare).
* Keep up-to-date with technology to ensure that training programmes continue to be relevant.
* Design, creation, maintenance and delivery of customer training programmes based on NetApp, VMWare, Cisco UCS, Microsoft Windows and related technologies.

**Achievements**

* Building upon what started at Alpha, successfully created and delivered highly profitable, technical training courses, involving NetApp, VMware, Cisco UCS and Microsoft. After bringing on board a Cisco trainer, worked closely with the Marketing and Sales departments to build the necessary promotional materials to sell the training portfolio to our customers. By the end of the 2012-2013 fiscal year, the amount of margin generated from the training department was in the region of £400,000.
* Saved transportation costs of training equipment by learning Cisco UCS from scratch and using existing NetApp and VMWare skills to design, build and support the departments virtual learning environment that could be accessed remotely using a Microsoft Remote Desktop Gateway.

## Alpha Business Computers

**Technical Consultant, Training August 2008 to November 2010**

**Duties**

* Design, creation, maintenance and delivery of customer training programmes based on NetApp, VMWare, Microsoft Windows and related technologies.
* Design, build and support of a portable Dell, NetApp, VMware and Windows based Virtual Learning Environment.
* 3rd Line technical support.
* Escalation point for 3rd Line technical support out of office hours.
* Customer infrastructure health-checks.

**Achievements**

* Spotted a gap in the market for bespoke training courses, specifically around NetApp and VMWare. Recommended to the board of directors that the training be more formalised and that it be developed into a repeatable revenue stream. In the 2009 fiscal year over £200,000 of margin had been generated from training alone for Alpha.

## Alpha Business Computers

**Technical Consultant, Projects June 2005 to August 2008**

**Duties**

* Pre-sales, project management, design, implementation, configuration, documentation and support of enterprise class storage and virtualisation projects; Using technologies such as NetApp, VMWare, Windows Server, SQL Server and Exchange.
* Escalation point for 3rd Line technical support out of office hours.
* Evaluation of new hardware and software to decide if and how they could fit into the existing portfolio of solutions.
* Hardware build and maintenance.
* Software patching.
* 3rd Line technical support.
* Customer infrastructure health-checks.

**Achievements**

* Enthusiasm for the technology, the quality of pre-sales and associated documentation was cited by many customers as one of the reasons they had chosen Alpha as their partner.
* In 2005, designed and implemented what was the first NetApp metro-cluster in the UK; Working overnight with NetApp in the US to rectify problems with the design inherited from another reseller; Had to learn how to configure the Fibre Channel HBAs in HPUX and connect them to the NetApp storage.
* In 2008, designed and implemented, what was at the time, the largest NetApp and VMWare installation in the NHS.

## Other Employment

Full career history is available on request.

# Other Achievements

* Whilst employed at British Engine Insurance; In June 1996, Project Managed and was responsible for the successful relocation and availability of all x86 based business services to DR headquarters in Warrington in less than 3 days in the aftermath of the IRA bombing of Manchester City Centre.

References are available on request.