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## Profile

A successful and highly experience Infrastructure / Operations Manager, keen to return to a similar role following a short career break to pursue other interests. I am a highly competent IT Infrastructure manager with a proven track record delivering infrastructure projects and managing technical teams within an ITIL / ITSM environments. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT skills. I have a service oriented approach to providing IT infrastructure and support, along with excellent organisation skills and proven track record of assessing service delivery processes and implementing improvements where necessary.

My greatest passion in life is using my technical know-how to benefit other people and organisations.

I am only interested in contract roles within a 30 mile radius of WN3.

Key Skills:

* Stakeholder / External supplier management
* Excellent knowledge of data centre operations
* Infrastructure Project management experience
* Familiar with ITIL ( Service operation, management)
* Excellent knowledge of Incident, Change and Problem management
* Cloud management experience (AWS, Azure)
* Experience using and managing CI/CD environments
* Virtualisation (VMWare, Hyper-V, VirtualBox, OpenStack)
* Solid security and networking covering LAN / WAN / VLAN / VPN / DNS / Load balancers / Firewalls / Postfix
* Backup tools (Veeam)
* Storage tools (NetApp, EMC, HP)
* Windows Server Operating Systems (2005,2008,2012,2018)
* Linux OS (Ubuntu LTS, 14,16, 18) Centos, RedHat) hands on experience
* Data base management experience (MSSQL, MySQL, MariaDB, Percona)
* Experience delivering service based monitoring using SolarWinds, Zabbix, Nagios
* Understanding of IT Security issues
* Exceptional attention to detail in all aspects of work
* Experience of ISO27001 maintenance and GDPR compliance
* Experience of effectively managing and supervising staff (1st, 2nd and 3rd Line)
* Budget management experience

**Employment History**

**Break from contracting to pursue other interests – 2018 – 2019**

* Day trading Forex market
* AWS training

**IT Consultant (IT Infrastructure management) – Asda - August 2016 – May 2018**

Contract role to migrate key business services to a new platform as part of a transformation project in order to provide resilience, scalability and centralised management of DNS, migration of legacy MSSQL cluster services and F5 DDOS (Silverline) implementation across all business environments.

* Oversee the build of new Cloud environment to deliver new Dev and production infrastructure for business continuity. (VMWare ESXI, Workstation, AWS)
* Negotiate new service, work with Solution Architects to agree solution design
* OSS management of asset and incidents
* Act as a single point of contact between customer and service provider
* Manage weekly project meetings.
* Network build of servers, switches and routers, including IP config, DNS server and client, and DHCP configuration.

**Enterprise Lead Engineer - TalkTalk PLC September 2015 – Jan 2016**

TalkTalk Business has grown through acquisition and has therefore inherited a large number of disparate systems. As a lead member of four engineers, this was an initial three month contract to review, design and build TalkTalk private cloud platform based on VMWare 6, capable of consolidating legacy systems with potential of integrating this into AWS public cloud at a later date.

**Additional roles during contract:**

* Day to day management of the team (workload, prioritisation and escalation)
* Main escalation contact for any private, public cloud related issues (AWS, Azure, VMware ESXi, VMWare Workstation for dev, CHEF, Puppet, Ansible)
* Private cloud requirement analysis, and platform design
* Configuration of Cisco X1070 Email Security Appliance (EMA) - IronPort for new and existing domain
* Linux mail server troubleshooting (Sendmail and Exim)
* Infrastructure and business application consolidation review
* Infrastructure Impact assessment of Q3 and Q4 project demands
* Gap analysis of existing monitoring (Nagios Core, Zabbix and Appdynamics)
* Contributor to the Enterprise Infrastructure Process and governance engagement model between project managers and enterprise infrastructure teams.
* SHA-1 to SHA-2 SSL website migration project (112 website), Windows 2003 to Windows 2012

**Life Coaching and Mentoring Diploma – Milton Keynes College - June 2014 – April 2015**

Took time out from IT to explore other areas of interests and spend more time with family. Life coaching and mentoring was a nice distraction and skills which can be adapted and utilised within any role.

**Contract - IT Infrastructure Manager - The White Company - April 2013 – March 2014 London, United Kingdom**

As a senior member of the Service Delivery team, this role had a primary focus on project work but combined with mentoring the infrastructure team, assisting with the introduction of best practice, change management and recommending longer term infrastructure improvements in order to provide resilience and performance during peak traffic.

* Own and lead day to day delivery of critical service across UNIX and Windows environments through mentoring of existing technical teams.
* Use Nagios and SolarWinds for incident, problem and asset management
* Support Windows server and desktop environments via AD
* Act as the PM for all infrastructure projects (MSSQL and MS Dynamics Migration)
* Accountable for performance against SLA.
* Programme delivery – Exchange 2010 to Office 365, Dynamics migration, MSSQL 2003/2005 to MSSQL 2012 r2
* Provide management guidance and leadership to infrastructure team
* Review and improve all Incidents, Problem and change management processes across the business.
* Communicate and build good working relationship with key stakeholders, system integrators and suppliers to deliver business services.
* Input into the IT Infrastructure strategy for immediate and long term.
* Cease and relocate TWC existing hosting environment (Network, Storage & SAN EMC & HP)
* Ensure System documentation is relevant and regularly updated.
* Ensuring all key services and devices are monitored through network discovery
* Regular communication with external suppliers and technical consultants.
* Regular testing of the Disaster Recovery plan.
* Management of an On-Call rota.
* Overseeing company data security
* Ensure risks, issues and dependencies are owned, managed, progressed and escalated appropriately. Ensure that project outcomes are realised as scheduled and satisfy business defined requirements.
* Wi-Fi design and installation across 250+ stores
* Providing out of hours support and assistance to on call engineers

**Environment and accountability** – ITIL framework, Windows Server 2008, 2012, VMware 4.4 & 5, Hyper-V, Microsoft Exchange 2010, Active Directory, Disaster Recovery, EMC Clariion CX2, EMC VNX5400& HP SAN, Networking (TCP/IP, DNS, WINS & DHCP, VPN), Cisco IronPort, Cisco network, Checkpoint Firewall, Wi-Fi, Licence and warranty management

**Contract – IT Infrastructure and Operations Manager O2 Wi-Fi (August 2011 – Dec 2012) London and Manchester**

* Improved Incident management across 1st, 2nd and 3rd line teams (30+), by reviewing existing and introducing new process between offshore and onshore technical teams.
* Utilise Nagios and Zabbix to provide application and OSS level monitoring for level 2 & 3 engineers
* IT Infrastructure Project management (Agile) and Supplier management
* Coordinate service desk management of incidents across multiple sites and multiple teams within O2 sites locations (Leeds, Slough and London)
* Move the existing component based monitoring to a service based monitoring architecture in line with business objectives and customer SLA’s by introducing new tools and negotiating service contracts.
* Accountable for performance against agreed SLA’s
* Customer contract review to ensure O2 Wi-Fi solution and service management meets what’s actually in the contract.
* Commercial negotiations of supplier contracts for service delivery
* Defining and implementing customer KPI’s to ensure O2 can demonstrate SLA compliance.
* Implementing initial change management process and sitting on the O2 Change advisory Board
* Creating and managing customer service charter document for service delivery. These documents detailed how each individual customer would be managed post go live.

**Environment** – Linux (RedHat & Ubuntu), FreeRADIUS, Cisco Access point, Cisco network, Puppet, Zabbix, Cacti, MySQL, Apache 1.3 & 2, Windows Server 2008 R2, Storage management (SAN, Raid), AGILE, ITIL

**Contract – Departmental advisor to Head of Delivery BETFRED (Feb 2011- August) Warrington**

Short term contract to investigate, review and provide an action plan based on risk assessment to the Head of Delivery

* Overall IT infrastructure management responsibility
* Managing and reviewing all 24x7 2nd and 3rd line teams’ skills and processes across 3 sites based in the northwest.
* IT Project management of Tote/BetFred Data centre relocation during acquisition.
* Review of current Incident management and communication process and produce project plan to address all issues identified
* Roll out ManageEngine ServiceDesk framework across the business to ensure consistency across all support teams. Key components delivered included ITIL Service desk, CMDB, Contract, Multi support, and Report components.
* Service availability improvement and capacity planning through proactive monitoring and reporting
* Produce risk assessment plans for the Server room and highlight key impact to the business.
* 3rd party and Supplier management which included ISP, telecoms providers and Software vendors
* Improving relationship with Key stake holder by holding regular meetings to provide updates to the business on key issues identified and what process are in place to address these issues
* Network management
* SAN, Active Directory, DNS management
* Nimsoft probe installation, configuration and upgrades

**Environment**: Windows 2005, 2008 AD, Windows 7, Exchange 2005 (2010 migration), Nimsoft monitoring, HP network, Checkpoint FW.

**Contract – Temporary Support Manager (NOC) Calyx Group (Sept 2010 – Nov 2010) - Manchester**

This was a contract position reporting into the UK head of Support. Main duties and achievements of the role were:

* Review of the 24x7 2nd/3rd line NOC engineers and Carrier services teams across multiple sites. This was a review of current processes and procedures and how these could be improved and measured.
* Improve incident and problem management
* Complete a full appraisal for all 24x7 teams and conduct a skills matrix and gap analysis
* Implement a training workshop based on skill gap identified in the review process
* Define, implement and monitor business KPI’s
* Update and reinforce the change management process to all teams
* Improve quality standard by regularly reviewing sample tickets and reviewing calls to the NOC which are recorded.

**Technical Service Desk and GNOC Manager – Betfair Limited (Jan 2010 – July 2010) - London**

To manage and develop a team of 25 2/3rd line engineers, responsible for maintaining high-end, highly available, web applications for the world’s largest person-to-person betting site. This included management of two teams based in Hammersmith, Stevenage and Australia.

* Management of service desk engineers
* Management of incident and problems through to resolution using Service now, Nagios
* Overall responsibilities for the data management of UK and Australian Data Centre services
* Provide 24x7 support to the business

**Head of Manage applications team – Claranet UK (July 2008 – October 2009) - London**

This was an operational management and leadership role, coordinating and mediating the teams responsible for the design, implementation, delivery and support of mission critical end to end web solutions, as well as other complex dedicated hosting solutions.

* Responsible for the Hosting / Data centre / Managed services and shared hosting platform for SME’s and Corporate clients
* End to end monitoring of customer solutions using Nagios and Zabbix
* WebRT for incident and problem management
* Project and supplier relationship management
* Product design, implementation, support
* 1st, 2nd & 3rd line management
* Act as an interface between customer’s PMO and Claranet’s Solution Architects
* Ensure full 24x7 support to all Managed application clients

**Hosting Operations Manager – Pipex Communications (July 2006 – July 2008) - Manchester**

With a team of 5 direct reports and 20 staff I was responsible for the day-to-day operational management of Sever Bank – Pipex (now Daisy Communication) flagship data centre to ensure we delivered mission critical solutions to high value customers i.e. T-Mobile, Manchester Airport and meet contractual SLA

* IT Service delivery
* Product design, implementation, support
* Managing 1st, 2nd & 3rd line engineers & Oracle DBA’s
* Incident management utilising Nagios, SNMP monitoring of client solutions
* Managing all Hosting Operations within the Manchester data centre - infrastructure, Physical environment and network
* Delivering customer solutions within agreed timescale and meeting contractual SLA
* Manage data centre resources - Budget for data centre, Capacity within the data centre, networks and platforms, physical environment infrastructure i.e. UPS, generator and cooling
* Main point of escalation for the business through to problem resolution or work around solution
* Achieving ISO27001 for Manchester data centre, PCI DSS accreditation for the hosting environment.
* Acting Presale/solution architects
* Supplier relationship management
* Delivery of infrastructure projects to time quality and cost

**Operations and Engineering Manager – NetServices PLC (July 2005 – July 2006) - Manchester**

This was a hands-on management role with 14 direct reports, providing Hosting/WAN and complex VOICE solution to resellers. This position reported directly to the CEO and board of directors.

* Managing Data centre environment & hosted clients (Windows and Linux shared hosting)
* Managing 2nd and 3rd line engineers
* Incident management
* Acting as main point of contact for the business and customer related issues
* Service reviews
* VOIP solution design and support

**Network and Operations Manager – Moneysupermarket.com (August 2004 to April 2005) – North Wales**

This was a senior role specifically focused on service delivery, client relationship management and people development. The role requires strong planning, communication and leadership skills, contract negotiation, with particular emphasis being placed on strong people management skills and the ability to communicate effectively with all internal and external stakeholders to integrate operations into the wider business, raise awareness, encourage behavioural change and obtain consistency. The role reported into IT Director and Chief Financial Officer

**Contract – Sys admin Cap Gemini – Matalan Account (August 2003 to July 2004) - Northwest**

This was a short term contract, which extended to 12 months providing support for Matalan head office and all 240 Matalan regional stores throughout the country. The work included co-ordinating major upgrades, troubleshooting problem with Torex Tills, and migration of IT to Rotherham.

**Network Manager Trader Media Group, (Autotrader) [Jan 2002 to August 2003] - Warrington**

Reporting to the Operations Director, the role combined hands on technical expertise overseeing a wide range of IT systems and services and management of 8 direct reports.

In the absence of the Operations Director, this position assumed the day-to-day operational responsibility for the company.

**TISCALI UK August 99 - Jan 2002**

* **NOC Manager - Promoted**
* **Team Leader (Tiscali) - Promoted**
* **Senior UNIX systems administrator**

Management of 14 1st and 2nd line engineers to provide daily management and support of VISP customers and hosting environments running Unix (Solaris, Linux and FreeBSD) and NT servers. My responsibilities included Configuration (TCPIP, DNS administration, Apache and Zeus web server set-up and configuration, email set-up and configuration (Sendmail and Exim), Pop3 set-up and configuration and SAN storage (NFS, RAID). All switches, routers and servers monitored using open source apps (Zabbix, Nagios, SNMP)

# Principal Information officer (Networks)

# Salford University. March 1990 - 1999

**Computer Technician / Programmer**.

Manchester Polytechnic Sept 87 - Feb 90

**Education**

Salford Technology (1982-1985), Salford University (1985 – 1987)

**Courses and training:**

Managing difficult employees, Novell CNA, Novell advanced CNA, Multi-vendor Networking Course, Basic project Management, Situational Leadership, ITIL foundation, Cisco fundamental,