Curriculum **Vitae**



Personal Details:

Full Name: Andrzej Chomka

Date of Birth: 02.10.1982

Address: 15 Bird Close, Mansfield,

Nottinghamshire NG18 4AZ

Ph No: 07714901019 (mobile)

01623628685 (home)

E-mail: andrzejchomka@gmail.com

Skype: andrzej-chomka



Education:

2002 - 2006

The College of Communications and Management in Poznan, Poland, Bachelors of Computer Science.

Main field of study: Computer Science.

Specialisation: Technologies and Internet Applications.

1997 – 2001

Secondary Private School in Zary, Poland.

Maturity diploma.

Profile: mathematics and physics.

1989 – 1997

Primary School in Zary, Poland.

Certificate of graduating Primary School.



Qualifications and Certificates:

* SAP Business Objects 3.1: Universe Design and Administration (27/07/2011 to 28/07/2011).
* RH131 – Red Hat Linux System Administration (07/07/2010 to 10/07/2010).
* Microsoft Access 2003 Basic & Intermediate (27/05/2010 to 28/05/2010).
* BT Call Pilot and Telephony Administration (24/03/2010 to 25/03/2010).
* ITIL Introduction course (22/07/2009).
* M2273 Managing and Maintaining a Microsoft Server 2003 (15/10/2008 to 19/10/2008).
* Dell Certified Diagnostic Engineer (07/01/2008 to 10/02/2008).
* EMIS – Clinical System: Technical Course (15/10/2007 to 19/10/2007).
* CISCO CCNA 1: Networking Basics (10/09/2005 to 19/02/2006).
* CISCO CCNA 2: Router and Routing Basics (04/03/2006 to 15/08/2006).
* CISCO CCNA 3: Switching Basics and Intermediate Routing (12/07/2007 to 09/01/2008).
* CISCO CCNA 4: WAN Technologies (27/10/2007 to 08/04/2008).
* CISCO FWL: Fundamentals of Wireless LANs (12/07/2007 to 28/12/2007).
* Full, clean driving license cat. B



Technical proficiencies:

Cloud hosting environments:

* Amazon AWS, Microsoft Azure, iNetU Platform, Telecity Cloud IX.

Virtualisation platforms:

* Microsoft Hyper-V, Virtualbox 4.3, VMware vSphere ESX and ESXi (4, 5.1 and 5.5), vCenter, Workstation.

Hardware (installation, configuration and maintenance):

* Servers: IBM (x3650M4, BladeServers HC10, HX5), HP ProLiant (DL380G5, DL380pG8), Dell PE (Gen9 &12).
* Desktops, laptops and workstations: HP, Lenovo, Dell, Apple, Toshiba, Samsung, Fujitsu.
* Multifunctional devices: HP (e.g. CM6030F, CM3530, M9050), Konica Minolta (e.g. C203, C353, C652, C224e, C364e), Xerox Work Centre.
* Printers, scanners, photocopiers and fax machines: HP, Canon, Epson, Dell, Samsung, Lexmark, Zebra.
* VOIP desk phones (CISCO, Polycom, and Mitel).
* Mobile devices: IPhone, iPad, HTC, Samsung, Microsoft, Google, BlackBerry, Outdoor Handhelds: Motorola: (MC40N0, MC55A0, MC65) and Honeywell (Tekton MX7 and MX9).
* Wearable technology devices: Smarglasses (Google Glass), Smartwatches (Samsung: Gear2 and GearS).

Operating Systems (installation, configuration and maintenance):

* Microsoft Server Systems: Server 2003, Server 2008, Server 2012 (DC, DNS, DHCP, AD, Exchange, WSUS, RADIUS, IIS, WDS, RDP).
* Microsoft Operating Systems: Windows 7, Windows 8.1.
* Microsoft Mobile OS: Windows Mobile 6 and 6.5, Windows Phone 7, 8 and 8.1.
* Linux Systems: Red Hat, Debian, SuSE, Mandriva, Fedora, CentOS.
* Apple Mac OSX (various versions).

Software applications:

* Customer relationship management system: Salesforce.com
* Business process management software: ProMapp, SAP.
* Team collaboration software: eXo Platform, Confluence.
* Backup systems: Symantec (Backup Exec, Norton Ghost) Acronis True Image, Yosemite Server Backup, IBM Tivoli Storage Manager, online backup tools (e.g. Backblaze).
* Document management systems: Microsoft Sharepoint 2010, 2013, Online.
* Office applications: Microsoft Office (2003, 2007, 2010, 2013), Project, Visio (2003, 2007, 2010, 2013).
* Database management applications: Microsoft SQL Server (2008, 2012, 2014), Oracle 9.2.
* Integrated development environments: Microsoft Visual Studio 2012, 2013, Embarcadero Delphi.
* Incident ticketing and project tracking systems: Salesforce.com, JIRA, Zendesk, ManageEngine ServiceDesk.

Networking:

* Network devices:
* CISCO Firewalls (ASA 5505), Switches (2960 series), Routers (2900 series), Loadbalancers (ACE4710), Wireless Access Points (700, 1130, 1200, 1700 Aironet series) and CISCO Meraki (MX100 security appliance, MR34 and MR26 Access Points).
* Mikrotik Routers (RB2011UiAS-RM), Switches (CRS125-24G-1S-RM, RB260GSP), Wireless Access Points (SX 5ac, mAP2N, RB2011UiAS-2HnD-IN).
* DLink, NETGEAR, Belkin, Huawei (routers, switches, wireless devices, 3G/4G cards).
* Telephone systems and platforms: CISCO, Mitel, IPFX, 3CX.
* Network monitoring and troubleshooting tools: PRTG, OpManager, Wireshark, tcpdump, iperf, KIWI Syslog.
* LAN, routing and switching: OSPF, BGP, EIGRP, IGRP, RIP, Peer to Peer VPN, DNS, DHCP, FTP, TFTP, POP, SMTP, NTP, IPV4/6, VLAN, Trunks, STP, CDP, LLDP, VTP, DTP, VRRP, GLBP, Ether channel.
* Network security: Encryption (DES, 3DES, AES, RSA), Hashing (MD5, SHA), IKE, IPSEC, AH, ESP, Site-to-site VPN, AAA (TACACS+, RADIUS), ACL (Standard Extended, Time based, Dynamic, Reflexive), Port knocking.

Programing and scripting languages:

* Delphi (basic level), C (basic level), C++ (basic level), PowerShell, batch.



Language competences:

* English: fluent in speaking and writing.
* French: basic in speaking and writing.
* Polish: mother language.



Recognitions:

* Blackbay, April 2014: Employee of the Quarter Award for successful completion of office relocation project.
* King’s Mill Hospital, August 2009: Recognition for hard work and dedication at the 2009 GEM Awards during implementation of new infrastructure, network and hardware devices to improve health emergency response capability for Pandemic Influenza Preparedness Team.



Experience:

2013 August – December 2014

Network and Systems Administrator, Blackbay Ltd, Derby, United Kingdom.

Key duties:

* Worked with Network Manager and IT Manager to ensure stable operation of the APAC, EMEA and US IT networks, infrastructures and Blackbay hosted environments. This included contributing to the procurement, planning, development, installation, configuration, maintenance, support and optimisation of all hardware, software and communication links.
* Provided technical support and guidance to off-site staff based in United Kingdom, New Zealand, Australia and United States and assisted in staff training and knowledge development. Provided 2nd and 3rd Line systems and network support on regular visits to London office.
* Provided specifications for delivery solution infrastructure projects for Royal Mail and Hermes external clients and engaged with Network Manager, Technical Architect, Project Managers and third party providers to procure, install and validate the infrastructures.
* Designed highly available environment using Amazon Web Services (AWS) by implementing VPC, Route53, EC2, S3 and RDS services. Migrated test environments of 12 instances to AWS cloud hosting platform.
* Assisted Chief Technology Officer with investigation of new technologies (e.g. google glass and delivery drones) and ways of their implementations into existing software infrastructure for postal, courier and parcel delivery sector.
* Managed, coordinated, planned, tracked and executed IT-specific tasks for office relocation project. Supervised new office fit out process, network and electrical cabling installation, building of new server room, designing and standardised meeting rooms and workstations layouts. Commended by CEO and senior management and awarded Employee of the Quarter for successful completion of the office relocation project.
* Purchased and installed new server cabinet, UPS, network switches, access points and security appliance. This involved racking, stacking and patching of all network equipment.
* Installed copper (CAT6) and fibre optic structure data cabling. Implemented Neat Patch solution to aid installation of equipment and cable management in the server cabinet.
* Designed, planned and deployed 802.11ac and 802.11n CISCO Meraki wireless cloud managed solution. Worked with Meraki team to resolve security appliance firmware problems and contributed to creation of new and improved code of the platform.
* Configured and troubleshoot CISCO 2960 switches: VTP, Spanning Tree, VLAN’s implementations for data and voice packets traffic segregation.
* Project led upgrade of core CISCO Firewall and access points devices in London office. Liaised and engaged with business stakeholders to ascertain business risks and gain appropriate sign-off.
* Managed and maintained VMware vSphere ESXi 5.0 and 5.1 virtual server infrastructure environment. Deployment, configuration, cloning and migrations of virtual servers using vSphere Client.
* Administered, installed and configured Microsoft Desktop and Server operating systems and associated technologies including DC, DNS, Active Directory, Exchange, IIS, Project Server, TFS, WDS, RDP and various third party applications.
* Administered Webroot “SecureAnywhere” endpoint security system and Symantec MessageLabs anti-spam and content control platform.
* Managed corporate mobile phone contract including management of mobile lines, hardware upgrades and repairs, mobile broadband, all troubleshooting, escalation of issues, bills analysis and contract renewals.
* Identified need for review of backup Internet connection, external London office support and O2 mobile contracts. Conducted negotiations with procurement and third party to determine the right level of support. This led to a direct annual support-contract saving of £34,000.
* Identified various network and security problems, developed creative solutions and assessed risks/benefits in order to resolve them and prevent future occurrences.
* Completed a thorough audit of all IT equipment, applications and supported services in UK offices and Telecity datacenter which enabled the team to provide accurate cost and risk assessments when planning infrastructure changes.
* Created Blackbay acceptable use of assets, asset management, information classification and password management policies.
* Created new and improved existing IT support processes using Promapp BPM system.
* Ensured efficient and responsible recycling / reuse of all end-of-life IT and electrical equipment and supplies.
* Managed of contracts, contract renewals and installations with telecoms and internet providers to UK offices. Worked as a liaison and contact point for all IT suppliers in the UK.

May 2012 – August 2013

Client Services Consultant, Synergy Logistics, Loughborough, United Kingdom.

Key duties:

* Provided telephone and remote software support to clients based in UK and USA including investigation and resolution of client issues related to Snapfulfil Warehouse Management System.
* Investigated incidents related to software configuration within agreed SLAs whilst maintaining the incident logs and modification summary.
* Assisted both US & UK Project Managers in specification, setup, configuration, testing and implementation of Snapfulfil WMS for new clients.
* Worked as internal consultant for application support department and provided internal consulting support to Line Manager.
* Manual testing and investigation of Snapfulfil WMS system builds in cooperation with Development and Global Support Services Department.
* Created test plans, generated and executed test cases including tracking and logging all system defects.
* Functional testing, interface testing and regression testing of Snapfulfil WMS system.
* Release management and sign off including securing of client PO.
* Created USA & UK specifications for Snapfulfil WMS modifications.
* Administered and interrogated Snapfulfil WMS databases using SQL queries in order to extract relevant data.
* Worked with Technical Department in resolving domain, network and web related incidents (e.g. Domain Replication, wireless configuration, IIS server configuration problems)
* Maintained software documentation of all customer communication and activities generated from Zen Desk jobs.

September 2011 – December 2011

Senior Technical Engineer and Project Manager, NetExperts, Nottingham, United Kingdom.

Key duties:

* Provided 3rd line network and infrastructure support to 40 clients through remote access and on site. Resolving problems “on-the-fly” to client satisfactory level.
* Investigated and resolved complex incidents, monitoring progress of the faults in order to meet the agreed SLA’s and achieve customer satisfaction.
* Administered and maintained Windows 2003 and 2008 servers, improved performance and security. Managed Active Directories, Group Policies and Exchange mail systems.
* Managed and maintained client’s BlackBerry enterprise servers. Resolved complex BlackBerry incidents. Worked with Vodafone and RIM Engineers and Network Analysts.
* Troubleshoot wired and wireless network connection problems.
* Ensured regular data backups through routine tasks using Symantec Backup Exec and Acronis Backup & Recovery.
* Managed SharePoint knowledge and clients base project implementation. Designed internal SharePoint structure including lists and libraries, allocated resources. Ensured project was implemented within desired timescale and to satisfactory level.
* Managed deployment of Microsoft cloud services – Office 365, SharePoint Online and Office Web Apps.
* Monitored specific infrastructure services, identified improvements and preventive maintenance interventions using current and new IT systems.
* Conducted training sessions with customers and internal employees.
* Took part in regular meetings with Line Managers, Directors, IT Engineers and Sales Team to improve service delivery. Produced reports and service improvements plans.
* Maintained technical documentation of all customer communication and activities generated from helpdesk jobs. Ensured that information is stored securely. Used Sage Timeslips software to increase efficiency and to ensure my work time and expenses are recorded accordingly.

October 2009 – September 2011

Systems Administration Officer - Support and Development, The Coal Authority, Mansfield, United Kingdom.

Key duties:

* Provided network and infrastructure support to 170 users whilst ensuring that support activities do not compromise the security of the systems.
* Worked with third party suppliers to design and implement new scalable network infrastructure for Inferis project by configuring segregated VLAN’s (Production, Development, UAT and Testing environments) to improve performance, security and reduce network traffic.
* Configured IBM x3650 non-virtual and virtual server farms. Helped in installing and configuring VMware ESX 4.1. Virtualized Microsoft Windows Server 2008 and Red Hat Linux 5 systems to implement server consolidation benefits and reduce space and hardware costs in the Coal Authority data center.
* Monitored and improved NetApp storage performance. Transferred historic mining records (hundreds of terabytes of data) from the optical robotic data storage devices (Jukeboxes) to FAS3140 NetApp storage system. Archived data on Quantum Scalar i2000 tape library and managing 192 LTO-4 and 60 SDLT (WORM) tapes.
* Administered proxy server and Symantec MessageLabs content and web filtering system and assisted in implementation of new Checkpoint UTM Firewalls. Ensured correct Inbound and Outbound IP address exists within the Coal Authority system.
* Managed and maintained Blackberry Enterprise Server 5.0 and Vodafone Vcol system. Supported Blackberry mobile infrastructure and users.
* Administered Internet and Intranet CMS systems. Ensured Internet website penetration tests are undertaken regularly. Worked with ICT Web Manager to design and implement new Coal Authority Internet and Intranet websites.
* Managed implementation of CCTV network infrastructure, liaised with service provider to achieve smooth operation and worked successfully and efficiently towards the end of the project.
* Completed of critical IT projects with responsibility to buy hardware in agreed budget, negotiate prices and provide business justifications.
* Responsible for the definition of requirements, selection of supplier and implementation of new technologies like virtualization, video conferencing, tracking and mobile technology to improve business activities in conjunction with Network and Security Manager and Head of ICT.
* Created and evolved specifications for new products including design and architecture documents for user interface and technical capability.
* Worked with ICT Network and Security Manager, support team and Capgemini service provider to resolve complex IT problems within specified SLA’s, ensuring support and development activities are performed in accordance with the Coal Authority standards.
* Implemented Disaster Recovery Plan for BlackBerry Enterprise Server. Backup of important data was scheduled, down time minimized and procedure was written for recovery methods.
* Effectively managed faults, changes and documentation for technical solutions in accordance with ITIL and Coal Authority standards and procedures.
* Identified and implemented appropriate efficiency and cost savings solutions within the ICT department. Worked with service providers to implement Virtualization with benefits of reduction in future hardware costs.
* Monitored and managed Coal Authority server room. Authorized access for third party suppliers. Provided daily checkups of VESDA and air conditioning systems.
* Transferred knowledge to the Coal Authority’s ICT Support Managers, ICT team and trained operational staff.

September 2007 – October 2009

2nd Line ICT Technician, Sherwood Forest Hospitals NHS Trust, Mansfield, United Kingdom

Key duties:

* Provided telephone, remote on-line and on-site technical support to hundreds of NHS employees in a timely and efficient manner and in accordance with the procedures and standards of the ICT department.
* Participated in implementation of Go Live project by installing and configuring System One software in general practices and Mansfield Community Hospital.
* Managed and maintained Windows Server 2003 and 2008 Active Directory and Exchange servers.
* Maintained Microsoft 2008 SQL Servers, configuration and installation of various SQL based software (e.g. IP, Support Centre).
* Successfully implemented Konica Minolta multifunctional devices across the Hospitals, IT and PCT departments. Created support procedures and documentation. Provided training to hundreds of employees.
* Configured Nokia, IPhone and BlackBerry smart phones and ensured that stock was managed accordingly. Liaised with O2 service provider to order new mobile and network devices.
* Worked with network team in order to deploy Mitel VOIP system across PCT departments. Installed and configured CISCO VOIP phones.
* Provided specific technical advice on equipment and highlighted issues to managers and users to ensure that the IT standards of the organisation were met.
* Managed and finalized technical projects designated by line manager. Transferred skills and trained technicians and users.
* Worked to ‘aggressive’ schedules in order to deploy hardware, software and implement new network infrastructure for departments fighting with pandemic flu.
* Participated in voluntary NHS organized events. Helped with language translation during Polish healthcare professionals visit in East Midlands. Awarded by NHS chairman during NHS GEM Awards event.

September 2004 – January 2007

Senior 2nd Line IT Engineer, DAN-WIS, Zary, Poland

Key duties:

* Designed, implemented and configured long range Wireless LAN networks, to enable network connection between headquarters and warehouses. Monitored the installation of aerial mounting masts. Conducted range and signal strength tests using Air Magnet software.
* Installed and configured network devices such as wireless routers (DLink, Linksys), wire switches and network cards. Utilized 802.11g routers and modified them with new firmware.
* Supervised the work of two Technicians. Provided required trainings and assigned work.
* Administer user Internet access using security software, DHCP and IP address allocation.
* Specified and purchased new hardware and application software. Liaised with various vendors, controlled and managed stock.
* Provided and monitored regular backups of the internal and external systems.
* Created electronic monthly reports on network and usage statistics.
* Investigated and resolved support problems as required.
* Configured and administered printers, scanners and photocopiers.
* Ensured that hardware and software were maintained at the required level.

June 2003 – September 2004

Network Support Engineer, Wesbel Internet Provider, Kostrzyn Wlkp, Poland.

Key duties:

* Installing and configuring wireless hardware such as CISCO and Orinoco adapters and access points. Enabled WDS on all Access Points.
* Minimized network interferences, ensured that correct non overlapping channels were used for every Wireless station.
* Installed omnidirectional and directional wireless antennas for 2.4 and 5.4 GHz bands. Tested and measured signal strengths and throughput.
* Assisted in building masts required for future service expansion.
* Maintained three independent wireless networks. Upgrading Wireless equipment and solving signal faults.
* Proposed and implemented security solutions against wardriving.
* Configured and Administered LMS Wireless portal on Linux system. Prevent nonpaying customers from accessing company Wireless LAN networks. Managed client’s database and providing assistance in customer database administration.
* Produced signal range diagrams, network infrastructure documentation, reports and statistical information for management team.



Interests:

History of World Wars; Future Technologies (e.g. IT Automation, Magic Leap’s augmented reality; Agile robots; Microscale 3-D printing; Drones); Physical and software-defiend networks; Computer hardware and software; Movies; Music; Travelling and visiting local sites of interests with my family.



References: available upon request.