James Cook  
Flat 2, 6 Charnwood Street, Derby, DE1 2GT  
07771056367  
[jameswinstoncook@gmail.com](mailto:jameswinstoncook@gmail.com)

|  |
| --- |
| Personal Statement |

16 Years Professional IT experience, Senior Deployment Engineer, Project Lead, Critical Incident Manager, Technical Document Writer, Programming/Scripting in Multiple Languages

|  |
| --- |
| Strengths |

* Able to think on own and use initiative: Have set up many systems on my own without any prior experience or outside help
* Able to deal with large projects: Deployed over 200 apps every summer, including full Autodesk Suite, leading other engineers in project, ensuring stakeholders are kept up to date.
* Strives to improve knowledge of self and others: Written technical documents for colleagues as well as educational materials for students and staff Enjoys sense of achievement when improving someone’s IT experience. Spends personal time learning
* Works well under pressure: Lead during critical incidents both in and out of business hours, triaging incident then directing engineers and customer service team members to resolve.
* Flexible: Happy to work unsociable hours
* Management: Line manager for 8 staff members - 2 Senior Engineers, 3 Engineers and 3 Field Technicians. Across 4 sites. IT Manager for STEM campus.
* Thirst to learn: Currently developing web apps using Google Cloud, Firebase database/PHP/Javascript/JQuery/HTML5/CSS

|  |
| --- |
| Expertise |

* Senior Deployment Engineer: System Center Configuration Manager (2007/2012), MDT, WDS, ADK, Intune, PowerShell, WQL
  + Worked with complex environments: Large 30,000+ roaming profile user environment, with many to one user to computer relationship. VPN Users.
  + Large scale complex Application deployments: 200+ applications deployed yearly to large student estate, full Autodesk Suite (30Gb+) National Instruments Suite(60Gb+)
  + Large scale Operating System deployments: 3000+ Student Desktops/Laptops, wide range of hardware. 2000+ Staff Desktops/Laptops/Tablets, 150+ Servers, 100+ VDi estate
  + Windows 10 deployment – Microsoft Surface, Kiosk’s
  + Upgrade of SCCM 2007 to Current Branch (2012 – release 1702)
    - Design and implementation of 2012 (1702) system
    - Creation of collections
  + Application/Program installs
    - Application supersedence
    - Overnight installs and upgrades
    - Powershell scripting, VB Scripting, MSi’s, Exe’s, Group Policy installs
  + Patching – Weekly WSUS updates, patching/upgrades of misc software – Java, McAfee
  + Configuration Baselines – Ensuring systems remain within required parameters
  + WQL
    - Reporting
    - Advanced Collection design
  + Alerting - where possible automated remediation
  + InTune
    - Implementation in Azure
    - SCCM Integration
    - 200+ Android/Apple/Windows
    - Application Deployment
    - Rollout of staff Windows phones – Documentation
* Data Centre: CISCO UCS replicated Data Centre – Compute Network and Ancillary services, Docker, Chef, Powershell DSC, CDCMP Qualified (Certified Data Centre Management Professional - Equivalent to BTEC level 5)
* Virtualisation:
  + VMware esxi, VSphere
  + HyperV
* Cloud:
  + Azure: Intune, Office 365, VM instances, Azure AD, Powershell Automation runbooks etc
  + OpenStack: Design and implementation of internal private cloud install of hardware and cloud stack.
  + Google Cloud Services: Maps API, FireBase DB, VM instances
* Programming/Scripting:
  + Powershell – Application installs, Profile Clean up, Azure Deployments and runbooks, automation
  + C# - Bespoke software, taught programming at degree level
  + Shell/Bash – General systems admin tasks Windows/Linux
  + PHP – Web design
* Systems Admin: Active Directory, Group Policy, Registry, SolarWinds
* Databases: MySQL & MS SQL – Install, maintenance and use.
* Version Control: GIT, Subversion
* Technical Documentation: User guides, design docs, training materials

|  |
| --- |
| Relevant Employment History |

##### University of Derby [2013-2017]

Senior Engineer Operation and Response Centre

**Day to Day**

* Providing technical advice – advising academic staff on solutions
* Management of 5000+ devices Desktop/Mobile Off and On Prem.
* Senior deployment engineer – OSD, App packaging etc
* Management responsibilities: Target setting, performance management etc
* Critical incident manager for all IT systems in and out of business hours – Leading other engineers in resolution of incident, ensuring any work required to prevent further instances. Leading meetings attended by Engineers, Help desk staff and Leadership team.
* Scripting and programming
* Group policy
* System monitoring
* Customer Service

**Projects (not limited to)**

* Design and implementation of SCCM 2012 system. Managing migration of objects from 2007 to 2012
* Design and implementation of Intune
* Update of software across student systems – Wide range of software used by students updated on yearly basis 120+ pieces of software deployed to desktop systems.
* Update of staff OS to Windows 7
* Windows 10 rollout

##### University of Derby [2003-2013]

IT Facilitator for the School of Computing and Mathematics & Sessional Lecturer Supporting students and staff in day to day IT activities, both technical and academic

**Day to Day**

* Customer Service
* Academic meetings providing technical advice
* Sessional Lecturer in programming
* Fault finding - hardware and software, registry fixes, file monitoring, code debugging etc.
* Installation of hardware and software on both desktop and server systems, under Windows and Linux
* Setup of Virtual Machines both Windows and Linux
* Creation of technical documents outlining work carried out e.g. Outline of how to install and use PSP Development Kits, How to install OpenStack
* Demonstrating how to use our systems to students and academics
* Giving advice on how best to complete projects both academic and non-academic
* Providing advice on software and hardware

**Projects (not limited to)**

* Creation of custom software – created a custom digital signage system now used by the School of Computing and Mathematics office, allows staff to upload videos and messages via a Windows program which are then played in a custom player on a screen
* Designed and implemented Cloud Computing Infrastructure – Installation of OpenStack and its components and all associated hardware (Servers, UPs, Tape Backup, and Networking).
* Installation and setup of Game Console Developments kits (PlayStation, PSP, GameCube)

##### University of Derby [2001-2003]

Teaching Assistant for the School of Computing and Technology

Delivering and creating training materials and tutorials for students studying the field of Computer Graphics

|  |
| --- |
| Education, Training and Qualifications |

* BSc Computer Science
* CDCMP – Certified Data Centre Management Professional Management Professional (equivalent to BTEC level 5)
* Microsoft 70-695 Deploying Windows Desktops and Enterprise Applications
* OpenStack Cloud Builders Training Course – Design and Implementation of OpenStack Clouds Rackspace London 2011
* Full UK Driving License