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| * **VMware Certified Professional (VCP)** * **Microsoft Certified Systems Engineer (MCSE)** * **HP Accredited Systems Engineer (ASE)** * **Novell Certified Netware Engineer (CNE)** * **BSc(Hon) Computer Science** | Alan Wilson  **07891 683 765** [**alan.wilson@postmaster.co.uk**](mailto:alan.wilson@postmaster.co.uk)  **Based in Greater Manchester** |

***Personal Profile***

* Seasoned, motivated and focused IT professional, with over 20 years commercial system support and project experience in retail, banking and legal environments.
* Educated to degree level and holding multiple IT certifications.
* Accustomed to working within high security confidential systems.
* Customer oriented, business driven, with a determination to deliver projects to a high standard whilst bearing in mind client objectives and direction.

***Technical Proficiencies***

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| **Software** | MS Azure, Office 365, SharePoint, Intune, SQL Server, SCCM, Clustering, IIS, WSUS, ePolicy Orchestrator, Symantec and McAfee Security products, NHS specialist software, BatchPatch |
| **Scripting** | Powershell, SQL, VB, KIX32, batch files, Java |
| **Operating Systems** | Windows Server 2016 and earlier, Windows 10 and earlier, Linux various versions |
| **Virtualisation** | Hyper-V, VMware vSphere, Citrix Server |
| **Email** | Microsoft Exchange Server all versions and including Outlook client |
| **Hardware** | HP, Dell and IBM servers, storage and enclosures |
| **Storage** | Nimble Storage, NetApp Filers |
| **Networking** | Cisco Meraki switches and routers, Skybox |

***Professional Highlights***



### November 2018 to Present – Technical Engineer

### (Leeds)

* Provided operational support for a large group of people in the Future Services Project (FSP) and was responsible for setting up Azure and Office 365 at the NHS.
* Involved in the design and implementation of Azure automation and Office 365 configuration for the consuming organisations.
* Wrote PowerShell scripts to create and remove user accounts, add users to groups etc.
* Responsible for the creation of Office 365 groups and configuration of MS Teams.
* Duties also included implementation of MS Intune and Autopilot and creation of associated policies and profiles. Produced documentation for these systems.
* Created and added to a document for approximately 40 standard processes which was published in SharePoint and used as a template for automation.
* Responsible for educating users in the installation of Office 365, and additional components such as Visio and Project.
* Also responsible for blocking user access and initiating user sign-out as necessary.
* Role also included configuring access to SharePoint sites, libraries and folders, and various tasks such as creating email aliases.



### August 2018 to November 2018 – Server Engineer

### (Huddersfield and Halifax)

* Designed and implemented a patching program for the large server estate at Huddersfield and Halifax using BatchPatch software. Patched according to a schedule approved by senior management which then required approval from multiple stakeholders.
* Successfully set up a schedule and patched infrastructure servers.
* Created a plan for patching the remainder of the estate and was involved in meetings with the stakeholders to agree schedules.
* Played a valuable role in the decision on the chosen software and was responsible for communications with the vendor.



### May 2018 to July 2018 – Security Engineer

**(Slater & Gordon)**

* Built and commissioned new Security Information and Event Management (SIEM) system using ManageEngine Event Log Analyzer including configuration of assets across multiple domains and connection to existing network management system on a Windows 2016 server.
* Produced a server performance baseline and monitored database growth during commissioning. Work involved increasing vCPU, memory and disk with relevant justification.
* Created SCCM system for Windows Updates using WSUS and tested in proof of concept on non-production systems.



### December 2017 to April 2018 – 3rd Line Infrastructure Engineer

**(Lookers Manchester)**

* Built and commissioned 2016 and 2012 servers physical and virtual using VSphere 6.5 on Nimble storage and in the Azure cloud.
* Further developed Powershell scripting skills both on-premise and in Office 365.
* Created and configured Group Policy Objects (GPOs) for various purposes including folder redirection and printing.
* Configured and used Site Recovery Manager (SRM) across two sites.
* Used VEEAM to backup and restore data across the virtual estate.
* Implemented WSUS across three sites using MS Server 2016 to perform patching of the server estate.
* Was responsible for migration of shares and data into the organization following a merger (using Robocopy).



### February 2017 to October 2017 – 3rd Line Group Security Engineer

**(Barclays Knutsford)**

* Implemented Solidcore application control across the large estate on multiple domains.
* Carried out deployment trouble-shooting on problem machines, covering issues from failing NICs through insufficient disk space up to performance checking using tools such as Sysinternals Process Explorer.
* Resolved server-client issues regarding communication, policy update and client update issues.
* On extension, implemented Symantec (v14) on the existing SEP and McAfee estate.

### March 2015 to December 2016 – 3rd Line Vulnerability Specialist



### (Subject Matter Expert - Barclays Knutsford)

* Designed and implemented Tenable Nessus system replacing McAfee Vulnerability Manager (MVM) following its retirement.
* Wrote and amended SQL queries to run against production database.
* On extension, provided main escalation point for vulnerability issues when 3rd party support contract not renewed.
* Organised and performed test scanning while replacing SSH keys across the Unix and Linux estate.



### October 2014 to March 2015 – Vulnerability Specialist

### (Subject Matter Expert Lloyds Bank Pudsey)

* Replaced the existing MVM Subject Matter Expert who was leaving the company.
* Produced vulnerability reports for teams across multiple platforms including Windows, Unix and Linux, mid-range, mainframe, ESX and other platforms.
* On-boarded new platform teams both in the UK and abroad.
* Wrote and modified SQL queries to extract information from the MVM database.



### May 2014 to September 2014 – Skybox and MVM Analyst (Barclays Knutsford)

* Created processes to report on firewall security violations across the global estate. Created macros to parse this information using Excel.
* On extension, implemented vulnerability scanning for two countries, including all testing, piloting and commissioning into BAU.



### March 2014 to May 2014 – 3rd line IT Specialist (Landis Gyr in Stockport)

### Performed team leader role while the head of IT was on paternity leave.

### Provided 3rd line administration of the Cisco network, NetApp filer, VMware ESXi environment and factory floor infrastructure.

### Filled the role of technical lead and provided guidance to the small 2nd line team.



### September 2013 to February 2014 - 3rd Line Infrastructure Specialist

**(Kellogg’s)**

* Replaced Windows Server 2003 with 2008 and 2012 including virtual machines under VMware.
* Authored Powershell scripts to create user shares, assign permissions and perform various other tasks.
* Moved users, data and applications from legacy systems and created incremental copy procedures and testing to minimise downtime during commissioning of new systems.
* Installed and configured ESXi v5.1 hosts on HP BL460 blade servers.



**April 2013 to October 2013 – Data Centre Engineer (NHS GMCSU)**

* Produced detailed Server Infrastructure Review document for each of three regions which was used as a template for the rest of the team in the other regions.
* Maintained and supported VMware environments (v5.1) across the three regions.
* Supported MS Exchange (2003 – 2010), SQL, Citrix and Active Directory under Server 2003 and 2008.



### July 2012 to April 2013 - 3rd Line Infrastructure Technician (NHS Cheshire ICT)

* Technical lead during migration of users into the NHS Exchange 2010 mail system from Exchange 2003 and 2007.
* Configured Operating System Deployment (OSD) using PXE boot and reference images.
* Administered McAfee ePolicy Orchestrator (ePO).
* Performed troubleshooting for NHS systems including EMIS, EMIS Web, Medisec and DocMan.
* Implemented WSUS in the virtual environment (VSphere v5.1).
* Implemented Office 2010 on the Citrix farm (Metaframe v4.5). Performed upgrade and administration of Citrix servers.
* Created storage LUNs and volumes in NetApp.



**October 2010 to June 2012 – Senior Infrastructure Specialist**

**(BorgWarner in Bradford)**

Role involved rebuilding the IT infrastructure and creating processes and procedures for the daily running of the operational environment. Originally on contract between 2007 and 2009, was asked back to implement new projects in 2010. Work outlined here covers both contracts.

* Migrated main computer room to new location to avoid financial penalties during new building work. Designed and built new room with three phase power, air-conditioning and new cabs under UPS protection. Successfully moved server equipment, voice exchange, links to German sister company, internet links and all associated infrastructure to new server room and commissioned within agreed deadlines.
* Designed and built ESX VMware cluster using HA and DRS after becoming VCP. Replaced cluster with VSphere v4.0 on Dell Poweredge R710 servers.
* Replaced ageing network equipment with Cisco switches. Created and documented switch configuration including VLANs for Internet access and VPN.
* Implemented remote offsite data backups for all systems.
* Supported in-house MS Exchange servers.
* Implemented MS WSUS across the server and desktop estate.
* Installed SQL 2005 server and WASP asset management software for the factory warehouse.
* Designed and implemented MS Operations Manager, McAfee ePolicy Orchestrator site wide, and Symantec Enterprise Vault for offsite data archiving.



### March 2009 to October 2010 – Technical Specialist (Morrisons in Bradford)

* Supported SAN booting Microsoft clusters used in a new voice picking system. Configured BL460 servers within HP C7000 blade enclosures. Created build procedures for hardware and Wintel for use by the implementers.
* Commissioned WSUS across the head office server estate. Created server minimum patch levels and documented related processes.
* Deployed new Pegasus system centralising cash office and pricing systems at the large number of stores throughout the country. Created and supported virtual servers using VMware (v3.5).
* Planned, implemented and documented group policies (GPOs).
* Administered Citrix server farm (Metaframe v4.0).



### January 2007 to March 2009 – Senior Infrastructure Specialist

### (BorgWarner in Bradford)

Please see BorgWarner section above.