# **Profile**

I am a proven infrastructure architect, consultant and technical lead with over 20 years IT experience across a variety of different sectors including retail, law, insurance public sector and IT. I have excellent people and business skills and am committed to understanding the wider business need and articulating what technology has to offer. I bridge the gap between the technical, business and management communities and provide strategic direction to meet business goals and form a link between business and information technology.

I am currently a Cloud Architect at WM Morrisons Supermarkets Plc.

### General Capabilities and Experience

* Capable architect, consultant and technical lead
* Designed, implemented and supported AWS, Azure, Microsoft, Citrix and VMware solutions at all levels
* Confident in a client-facing environment
* Proven ability to communicate at all levels
* Proven man-management expertise
* Genuine commitment to implementing best practice and excellent customer service
* Technical lead on numerous large-scale projects in both Public and Commercial sector across Europe and beyond.
* Technical Lead on a major IT transformation programme for a FTSE 50 company.
* Successful management of IT and telecoms for a major retail chain

### Technical Expertise

* **Amazon AWS** – Designing infrastructure solutions to best practice on the AWS platform.
* **Microsoft Azure** – Design and consultancy on Infrastructure designs on the Azure platform.
* **Microsoft Server and Desktop Technologies** - Design of standard builds, Active Directory administration
* **Microsoft System Centre 2012** – SCCM, SCOM, System Center Orchestrator
* **VMware VSphere 4.01, 5.0, 5.5** - Design, configuration and management
* **Citrix Presentation Server 4.0, XenApp 5.0, 6.0 XenServer 5.0**  - Desktop and application environments for large local government clients
* **Enterprise Backup Solutions** - Including Symantec Netbackup and CA BrightStor

### Qualifications

* **Amazon AWS Certified Solutions Architect - Associate**
* **VMware Certified Professional 5 (VCP5-DCV) -** Data Centre Virtualization
* **ITIL Foundation Certificate** - Services Management
* **ILM Foundation Certificate** - Managing People
* **MCSE** (Microsoft Certified Systems Engineer) - NT4.0 track
* **MCP** (Microsoft Certified Professional) - Windows Server 2000
* **Novell CNE** (Certified Novell Engineer) - Novell 5.1 Track
* **CCA** (Citrix Certified Administrator) - Citrix MetaFrame 1.8

### Professional Experience

**Cloud Architect:** July 2018 – Present.

**WM Morrisons Supermarkets Plc.** Bradford, West Yorkshire (Contract)

**At Morrisons, my role is to design infrastructure solutions for major systems working in an Agile environment.**

Some of the key projects I’m working on are:

* **Food To Order –** Infrastructure designs to support new customer facing seasonal food ordering website roll out and integration with on premise and 3rd party systems.
* **Nutmeg Online** **–** Infrastructure designs to facilitate integration with 3rd party systems to enable Nutmeg clothing to be sold online and delivered to customers.
* **Loyalty –** Infrastructure redesigns and cost saving recommendations to support the Loyalty programme.
* **Various Microservice** designs and builds in AWS.

**Cloud Architect:** April 2018 – June 2018.

**Leidos Innovations UK Ltd.** Leeds, West Yorkshire (Contract)

**At Leidos my key responsibility was to oversee the migration of core applications for a major government client from a 3rd party datacentre into Microsoft Azure.**

Key tasks include:

* **Design of Azure infrastructure** to support application migrations in line with best practice
* **Creation dependency maps** of each application and associated systems
* **Application migration planning**
* **Azure architecture consultancy** for other government client projects.

**Cloud Architect:** February 2016 – April 2018.

**WM Morrisons Supermarkets Plc.** Bradford, West Yorkshire (Contract)

**At Morrisons, my role was to design infrastructure solutions for key business services.**

Some of the key projects I undertook at Morrisons were:

* **Farmers Boy Manufacturing Systems Uplift –** Design and consultancy for migration of legacy ERP solution to Microsoft Azure.
* **Electronic Shelf Edge Labels** **–** Design for trial using AWS and on premise components.
* **MyShop –** Architecture design to support trial of mobile shopping app running in AWS.
* **Electronic Payment Gateway –** Redesign of infrastructure and migration to new platform.
* **Business Continuity –** Redesign of business continuity desktop solution.
* **File Service –** Microservice and reverse proxy design and build to facilitate large file uploads into AWS S3.
* **Supplier Portal –** infrastructure design, build and consultancy for new COTS supplier management solution to run in AWS.
* **Various Microservice** designs and builds in AWS.

**Infrastructure Architect:** April 2014 – February 2016.

**Addleshaw Goddard LLP,** Leeds, West Yorkshire(Contract)

**At Addleshaw Goddard my key role was to design the architecture for the Finance Systems platform and migration** from local datacentres to a private cloud datacentre provider.

Other Projects I have undertook at Addleshaw Goddard include:

* **Microsoft System Centre Operations Manager 2012 (SCOM) -** design of new hardware infrastructure, planning, documentation and migration to new datacentre.
* **Web Application migration** – lead the migration of 180+ web applications and databases - planning, documentation and migration to new datacentre.
* **Standard Server Group Policies** – design of standard Windows Server 2008/2012 Group Policies in line with Microsoft best practice.
* **Microsoft System Centre Orchestrator 2012 (SCORCH)** runbook design to support Microsoft Exchange 2003 – Exchange 2010 mailbox migration and Active Directory Group Membership changes.

**Infrastructure Technical Architect:** February 2013 – April 2014

**WM Morrisons Supermarkets Plc.** Bradford, West Yorkshire (Contract)

**At Morrisons I had overall technical responsibility and governance for the Future Desktop Programme.**

The Programme’s aim was a Windows XP to Windows 7 migration to circa. 12000 clients

* **Future Desktop is delivering a number of key technologies to support the programme including:**

Microsoft Office 2013, Lync 2013, Seamless VPN and Wi-Fi access, Bitlocker and MBAM, App-V, UE-V, SCEP and Citrix XenDesktop to support 3rd party remote access, 1E Nomad, AppClarity, Shopping and NightWatchman.

* **Overall technical responsibility**, ownership of all solutions within the programme.
* **Research and design of new solution components** to improve user experience of the new desktop estate
* **Technical governance** – review, ratification and final sign off of all technical designs, review and approval of all technical aspects of 3rd party managed service contract
* **Running requirements gathering workshops** with 3rd parties including Microsoft and 1E
* **Translating business requirements** into solutions.
* **Technical escalation point** for internal teams and 3rd party suppliers.
* **Management of the technical relationship** with 3rd party supplier.

**Infrastructure Consultant:** April 2011 – January 2013

**NHS Information Centre,** Leeds, West Yorkshire (Contract)

* **VMware vSphere 5 implementation & migration from vSphere 4**

Setup and configuration VMware vSphere 5 environment across two sites. Migration of vSphere 4.x VMs and creation of Windows7 and Windows Server 2008 R2 templates.

* **Windows XP to Windows 7 Migration Via SCCM 2012**

Design and implementation of SCCM 2012 infrastructure, creation of Windows 7 image and deployment to 1000 users.

* **Sophos Enterprise Anti-virus installation and configuration** across multiple sites to support approx. 1000 clients and 200+ servers.
* **Infrastructure troubleshooting**, dealing with major system outages and recommendations for best practice during resolution of issues.
* **Redesign of NetBackup 7.1 system** to facilitate increased demand for tape backups. Rescheduling of jobs, performance optimising and new backup tape schedule.

**SOE Build Engineer:** August2010 – April 2011

**Capgemini,** Rotherham, South Yorkshire (Contract)

* **Design and deployment of WindowsXP and Windows7 SOE** desktop images.
* **Redesign of Windows Server 2008 image** to support new HP hardware.
* **Development of automated SQL 2008 Cluster** deployment scripts.

**Infrastructure Specialist:** May 2010 – August 2010

**Working Links,** Sheffield, South Yorkshire (Contract)

* **Implementation of Microsoft SCCM 2007** to provide desktop and server management across the Working Links estate.
* **Review of VMware VSphere 4.0** recommendations for performance enhancements.
* **Migration of key Windows services to virtual platform**.
* **Expansion of Citrix XenApp 5.0 farm using** from gold build and XenServer upgrade.
* **Design and deployment a Windows XP SOE image** using Microsoft MDT 2010.
* **Setup and configuration of WSUS** across estate to facilitate patch management.

**Technical Consultant:** July 2008 – May 2010

**Environment Agency,** Leeds, West Yorkshire(Contract)

* **SharePoint 2007 administration** – Administered the Agency’s SharePoint system.
* **Windows XP Pilot** – Designed new Windows XP desktop build using MDT2008.
* **Systems Centre Configuration Manager (SCCM) 2007** – Design & build.
* **Windows Server 2008** - Proof of Concept and design of automated server build
* **Enterprise Server Build** - Update of Windows Server 2003 for new hardware
* **Technical Documentation Review** – assessed validity for outsourcing submission.
* **Knowledge and Problem Management** - Working to ITIL best practice - investigated trends in Service Desk calls, investigated workarounds and provided root cause analysis.

**Citrix Consultant:** September 2007 - June 2008

**Northgate Information Solutions,** Sheffield, South Yorkshire (Contract)

* **Citrix Managed Service Refresh** - Design and implementation of Citrix Presentation Server 4.0 farm for Sheffield City Council to support 7,000 users.
* **OEO WCFM Rollout** - Design and implementation of an 800-user Citrix Presentation Server 4.0 farm to support the council’s Financial Management suite of applications

**Project Engineer:** September 2006 - September 2007

**Addleshaw Goddard LLP,** Leeds, West Yorkshire(Contract)

* **Centennial Asset Management** - Deployment of Centennial Asset Management to all network devices across the AG estate to form the basis of a CMDB
* **Quest InTrust monitoring and reporting tools** - Installation and configuration of Quest InTrust to provide enhanced reporting on key business systems
* **Sungard EAS/MessageOne EMS Email continuity system** - Delivery of email continuity system to support 1,400+ users in the event of email system outage
* **Citrix@Home** - Delivery thin-client home worker desktop on Citrix Presentation Server 4.0
* **ARCS/Citrix** - Delivery of a scalable Citrix Presentation Server 4.0 system to support use of the accounts receivable package (ARCS) across sites
* **Migration of VMware ESX 2.5 to 3.01**
* **Virtual Test Environment** - Design and build of a VMware test environment.

**Altiris Consultant:** May 2006 - August 2006

**Northgate Information Solutions,** Sheffield, South Yorkshire(Contract)

* **Altiris Performance Tuning** – Recommendations to improve performance.
* **Desktop PC images (Ghost)** - Imported into Altiris Deployment Console
* **Re-packaging** - Core client applications for deployment through Altiris
* **PCTransplant** - Configuration of user and application settings from PCs
* **PXE environment** - Integration of Altiris Deployment tools

**Head of I.T. & Communications:** October 2004 - April 2006

**Republic,** (High Street Clothing Retailer), Leeds, West Yorkshire(Permanent)

Responsible for entire IT and telecoms infrastructure. Lead a team of five direct reports. Managed the relationships with all key business partners and suppliers. Key deliverables included:

* **Adoption of ITIL disciplines** - Provided a more structured support service to the business and the implementation of the business continuity plan
* **Private DSL network** - Managed the implementation of links to 83 remote sites to the head office for secure, scalable and resilient communications
* **Active Directory and Exchange** - Migration from 2000 to 2003
* **New head office infrastructure** - Specificationof telephony and data lines, cabling and seating planning and design of the new server room
* **Chip & Pin Rollout** - Managed rollout of Chip & Pin compliant payment systems
* **Telecoms Migration** - Migration of all telecoms to provide significant savings
* **Blackberry Wireless Email** - Rollout of Blackberry devices to key staff

**Senior Technical Consultant:** May 2002 - September 2004

**Hammonds LLP**, Leeds, West Yorkshire.(Permanent)

**Systems Engineer:** March 2001 - May 2002

**Eversheds LLP**, Leeds, West Yorkshire. (Permanent)

**Senior Technical Analyst:** March 1999 - March 2001

**Hebble Insurance Management Services,** Halifax, West Yorkshire. (Permanent)

### References and Recommendations

Written references are available upon request.

Professional recommendations are available on my LinkedIn page:

<http://uk.linkedin.com/in/neilcarter1976>