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| Philip Williams | |  |  | | --- | --- | | Apt. 287 Brindley House, 101 Newhall Street, Birmingham B3 1LL |  | | 07933 660877 |  | | phil.williams@gmx.com |  | | www.linkedin.com/in/phil-j-williams |  | |

A security cleared (SC) Infrastructure Architect, combining a strong academic background with extensive experience in the design, implementation and support of enterprise IT solutions in both public and private sectors. Utilises strong technical and problem-solving capabilities to develop creative and innovative solutions, in order to deliver projects on time and to scope. Possesses excellent interpersonal skills and the ability to communicate effectively with clients both in person and over the telephone. Committed to delivering high service standards whilst ensuring the quality of all work undertaken. Enjoys being part of a successful and productive team and thrives in highly pressurised and challenging working environments.

# Technical Skills

|  |  |
| --- | --- |
| * Datacentre & Public Cloud infrastructure   design and implementation   * Cloud platform architecture * HPE ProLiant Servers & BladeSystem * Broad knowledge of Microsoft enterprise software solutions, inc. all versions of Windows Server & System Center suite (SCOM, SCCM) | * Microsoft, VMware & Citrix virtualisation solutions * Citrix NetScaler MPX & VPX appliances * Citrix XenApp/XenDesktop 5, 6.x & 7.x * Cisco & Fortigate firewalls & networking * EMC VNX, HPE 3PAR & NetApp storage solutions |

# Experience

JUN 2018 – PRESENT

Cloud Architect - SCC, Birmingham

* Senior member of the Cloud Architecture team responsible for the design, implementation and maintenance of SCC’s own IaaS and PaaS Cloud solutions
* Day to day responsibilities include: Engagement with Service & Solution architects for new opportunities on the platforms, focusing on the validation of high and low-level designs for customer deployments; planning of platform expansion and upgrades; market analysis of new hardware and software solutions that enhance SCC’s service offerings and creation of design and support documentation prior to implementation.
* Heavily involved in a project to transform SCC’s internal communication and collaboration systems and migrate them to a mixture of Public Cloud (Office 365 and Azure) and internal Private Cloud.
* Directly responsible for implementing Citrix NetScaler as a load balancer and reverse proxy, in order to provide hybrid multi-factor authentication, using Azure AD and Azure MFA, for external access to on-premises applications

Feb 2013 – Dec 2017

Technical Architect - SCC, Birmingham

* Designated Lead Architect on a mission critical internal project for one of the UK’s largest MSPs, to deliver a dedicated IaaS platform hosting the business’s monitoring and management solutions to be utilised for the day-to-day support of SCC's Managed Services business.
* Beyond the design, implementation and continued support of this platform, other responsibilities include the development and improvement of SCC standards and practices, input on product roadmaps and platform strategies and ensuring that SCC’s Public and Private Cloud offerings can deliver on customer expectations whilst remaining profitable.
* Performed the role of a dedicated Technical Architect for a key Managed Services client, tasked with helping consolidate their move on to new infrastructure in SCC’s datacentre, along with continuous service improvement and major incident management.
* Assumed overall technical responsibility for the client’s infrastructure, including networks, virtualisation & server platforms, before moving in to a dedicated Technical Design Authority focused on Cloud and IaaS platforms across SCC’s managed service business.

Mar 2012 – Feb 2013

Citrix Consultant/SME - SCC, Birmingham

* Employed as a subject matter expert (SME) for a variety of Citrix technologies within the Network Operations Centre, providing 3rd/4th line support for Managed Services customers.
* Role comprised of a mix of incident and problem resolution as well as proactive recommendations and upgrades to customer environments and some project work.
* Installation, configuration and maintenance of new servers and applications; daily monitoring of the infrastructure to ensure availability and optimal performance of the Citrix farms and underlying infrastructure and creating configuration and support documentation for new systems and services.

Nov 2011 – Feb 2012

Citrix & Wintel Support - Severn Trent Water, Coventry

Apr 2009 – Oct 2011

2nd Line/3rd Line Support – NFU Mutual, Stratford-upon-Avon, Warwickshire

Sep 2008 – Dec 2008

Desktop Support – Queensland Parliament, Brisbane, Australia

Mar 2008 – Jun 2008

2nd Line/Desktop Support – Worcestershire Royal Hospital, Worcester

MAr 2006 – Mar 2008

2nd Line/EUC Support – Serco Solutions, Birmingham

# Education

2005

**Law with Information Systems (LLB) - Keele University, United Kingdom**

2002

**1 AS Level** - Law

2001

**4 A Levels -** Business Studies, English Language, History and General Studies

1999

**9 GCSEs -** including English and Mathematics

# Professional Qualifications

Mar 2016

MCSE: Cloud Platform & Infrastructure / Microsoft

*Microsoft transcript available on request*

July 2013, Mar 2015 & feb 2018

MCSA (Server 2008, 2012 & 2016) / Microsoft

*Microsoft transcript available on request*

NOV 2018

Azure Administrator Associate / Microsoft

APR 2019

AWS Developer Associate / Amazon

May 2013, May 2015, Apr 2016 & APR 2018

VCP (vSphere 5.1, 5.5, 6.0 & 6.5) / VMware

Mar 2012

PRINCE2 – Foundation & Practitioner

# Personal

Driving Licence: Full (clean)

Health: Excellent; non-smoker

Currently interests: Kickboxing, Rugby, Travel and Web Development.

Availability: Immediately