# Curriculum Vitae - Stuart William Carter

1 Malins Rd

Parkfields

Wolverhampton

WV4 6AW

Contact;

Day: 07962532279

Evening: 01902 336947

[Email:](mailto:stuartc@infotekssl.com)

[stuwcarter@outlook.com.com](mailto:stuartc@infotekssl.com)

[LinkedIn:](mailto:stuartc@infotekssl.com) <http://uk.linkedin.com/in/stucarter>

## Personal Summary

I feel I offer a friendly hard working, flexible and adaptable personality with a broad range of skills across support, design/architecture and project implementation who offers an excellent attitude at a high end technical level with a refreshing outlook at new technologies and service improvement focusing on reduced administration and TCO/ROI.

I have worked in a support role through to a customer facing pre-sales architecture role, which also included team leader positions offering the same professional customer orientated approach in each situation while being able to adapt quickly to new technologies and new people.

In addition to the broad range of technical skills mentioned below my experience within IT along with the positions I had previously I have the ability to work within a team and alone within tight deadlines and at a rapidly changing pace in addition to excellent customer facing ability to all levels of the clients business.

## Current focus

I have gained over my IT career a broad range of support, consultancy, leadership and design skills across many technologies and platforms that have provided me with an excellent base which have led me to my particular interests currently which are cloud technologies and the migration of the traditional virtualised and physical data centre model into the various cloud models: public/hybrid, SaaS, DaaS, IaaS, DRaaS and PaaS integration.

I now see myself purely as a cloud architect focusing on the transition, migration and education as IT infrastructure shifts into the cloud more and more.

I have also taken an interest in the Hyper-Converged market offerings with impressive figures being quoted around speed, performance, simplicity, TCO and ROI – VMWare vSAN and Nutanix particularly for onsite data centre hosting infrastructure and capability.

I have recently started studying the TOGAF framework study material with hopes of certification to support the broad technology experience and knowledge that I have currently gained.

Ongoing self-study for Azure and AWS platforms.

## Key Skills and competencies

* Varied experienced support background 1st – 4th line across many technologies.
* Cloud focussed design.
* Technical design and architecture.
  + Requirements gathering (functional and non-functional).
  + Solution design.
  + HLD and LLD creation.
  + Proof of concept creation.
  + Acceptance testing.
* Ability to translate technical jargon for non-technical staff.
* Team/technical leader experience.
* Having the judgement necessary to choose the best solution to complex problems.
* Ability to quickly learn and adapt to new challenges.
* Complete thorough documentation delivery.
* Detailed practical understanding of project processes.
* An understanding of strategic and tactical solution design.
* In depth knowledge of Azure cloud services.
* In depth knowledge of AWS cloud services.
* In depth knowledge of Microsoft software suites and technologies.
* In depth knowledge of VMWare suites and technologies.
* In depth knowledge of Citrix suites and technologies.
* Good presentation and facilitation skills.
* Technically competent across many technologies;
  + Cloud – SaaS, IaaS, PaaS, DaaS
  + Virtualisation
  + Microsoft domain design and implementation
  + VDI
  + Management and deployment
  + Security
  + Networking
  + Storage
* Understanding the wider scale impacts for the business requirements in relation to IT services.
* Actively focused on new and emerging technologies.
* Environmentally aware.
* Focused.
* Financially aware; Budget awareness, CapEx v OpEx, TCO v ROI.
* Goals orientated.
* Attention to detail.
* Public sector and financial sector experience.
* Policy and process creation in alignment with best practices and corporate policy.
* Stakeholder management.

## Employment History: last 10 years

**HMRC – Cloud Lead Technical Architect**

19th December 2016 – Present

This is my current position which is a Lead Cloud Technical Architect role that includes pre-sales engagement with the various delivery groups that make up the government organisation.

The role primarily is to assist and develop the enablement of each of the various delivery groups that make up HMRC to migrate to a public cloud service provider as they move away from the more traditional managed service contracts that have historically been in place to a more agile model that provides long term cost saving

* Actively engaging with each delivery group and then from the requirements looking at feeding back into the architectural framework so that design decisions at all levels take fully into account the individual requirements.
* Working alongside the CTO team that provide architectural directional for the whole of HMRC to ensure that my designs fit with the bigger picture not just the delivery group requirements and within the TOGAF framework that is currently being followed.
* Currently working to align a broker service with various public cloud providers with considerations for the scale of the network, IaaS, PaaS along with maintaining governance and control for the application delivery and life cycle.
* Working actively with the cloud vendors (Microsoft Azure and Amazon AWS) for architectural and technology assistance while the service is created.
* Working with stakeholders within each delivery group to see what the vendors can offer in term of simplifying the transition and migration to the cloud space.
* Feeding into template and artefact design for services that will be offered as part of the cloud solution.
* Design work for high impact shared services that will offer capacity management, assurance, access control and process creation for rapid delivery of new or existing services.
* Low level design creation.
* Looking to educate the delivery groups into the “cloud” way of thinking in terms of delivery, migration, cloud aware applications, PaaS etc.
* Currently working with the networks team to create a design for AWS and Azure and how that is split between dev/test, pre-production and production environments while maintaining separation between them.
* SME point of contact for cloud engagements.

**SCC Ltd – Technical Architect**

12th October 2015 – 31st December 2016

This position was based around the delivery of cloud based secure services for the public sector and government bodies. The environment requires G-Cloud certification and connectivity to the PSN network to deliver IaaS, SaaS and DaaS services to a variety of clients.

* Design and deliver DaaS solutions for a customer incorporating policy design, Citrix XenApp session based desktop and PVS design, multi-tenancy domain, and forest/child domains with cross domain resource sharing and secure managed printing. In addition to this I have also completed a Citrix Provisioning Services 7.6 design and implementation to deliver streamed XenApp servers that are providing session based desktops.
* Currently working on-boarding a new public sector customer to deliver a DaaS VDI based solution with connectivity to Amazon AWS (SSO domain authentication), Microsoft Azure with Office 365, including private customer domain resource access for file share and streamed application availability.
* Responsibilities also include being the 4th line point of contact for the support teams. I currently hold BPSS and SC security clearance status for this position.
* Adoption of AGILE methodology for delivery.

The technologies used extensively in this role are;

* Cloud – SaaS, IaaS, PaaS, DaaS
  + Implications for service integration.
  + Business requirements functional and non-functional alignment to offering with benefits.
  + TCO, ROI, CapEx and OpEx.
* Windows 2008 R2/2012 R2 – design, build and implementation.
* SQL 2012 AlwaysOn database design and instance creation.
* Active Directory Design – design and implementation.
* Citrix – Design and implementation of streamed and session based desktops with policy design.
* DaaS/VDI design build and customer on-boarding through to hand over to support teams.
* VMWare – vSphere/vCenter, cluster creation, adding new ESXi hosts, creating VDI templates for Citrix PVS target devices, network design (multiple VLAN’s per tenant), fault finding and diagnoses.
* Currently creating a proof of concept for Microsoft RDS for comparison to Citrix XenApp offering currently in place along with App-V integration compared to AppDisk from Citrix.
* Microsoft TMG/UAG web proxy rule creations and migration to Fortigate proxy.

**Infotek Systems and Solutions Limited (My own limited company) – Office 365 implementation for the Gazebo Theatre**

March 2015

* Completed a small Office 365 deployment (business analysis, design and implementation) for a charity organisation moving them away from a mixed infrastructure of various email addresses and clients with local PC’s being the storage point and collaboration between users and 3rd party suppliers a manual process.
* They are now using office 365 with online collaboration and a work from anywhere mind-set that has enabled the customer to streamline its operation around its company goals and objectives.

**CAP Gemini (HMRC Aspire) – Technical Analyst (Contractor – Experis)**

1st September 2014 – 4th September 2015

* Acting in an architectural/project delivery role for SCCM 2012, SCOM 2012, AD, FAP migration, Windows Server 2012 introduction and Citrix PS 4.5 farm replacement (Microsoft RDS PoC).
* Involved with projects over a variety of technologies including TMG/UAG replacements, SCOM 2012, Symantec Netbackup, managed print server solution, Windows 2012 FAP migration, Microsoft Office 2013 GPO development and testing.
* The final project was the creation of a Windows 8.1 ZTI build and deployment using SCCM 2012 R2 including group policy design.
* BPSS clearance is required with this role which is due to the sensitivity of the managed service contract with HMRC.
* Occasionally when the need arises there is some support work involved with this role up to 4th line, predominantly with an Active Directory forest for approximately 5000 users but also includes working with various teams across the business.
* The role encompassed working with end user up to senior management (VP, VIP, VVIP) role that requires security clearance due to the sensitivity of the client.
* Data centre exit for large scale consolidation of old data centres to TIER 1 managed data centres.

Technologies used in this role include;

* SCCM – OSD creation of Win 8.1 Surface Pro 3 build.
* SCOM – Updating infrastructure to latest CU patch level, deployment of consoles, introducing. new management packs and updating existing, creation of dashboards.
* Group policy design, testing and implementation.
* Microsoft clustering.
* DFS/R.
* File and print migration design from 2003 shared storage cluster to 2012 R2 shared storage cluster.
* Group policy design and implementation for Office 2013 and Lync 2013 role out.

**AdminRe – Technical lead (Contractor – Rethink Recruitment)**

12th March 2013 – 31st July 2014

* Became involved on various projects for this client that were varied in scope and included the architecture/design phase (HLD/LLD), implementation and hand over to the necessary support teams.

Examples of the work undertaken can be seen below;

* Asset management remediation project to identify all Wintel assets and automate the export into a SaaS off site application.
* Build ESX clusters.
* Create and deploy application installers using Wise package studio and SCCM 2007.
* SQL 2008 DBA duties.
* 3rd party workflow management system infrastructure design, close collaboration with 3rd party vendor.
* Bring Your Own Device (Mobile Iron) design and proof of concept (delivered with full pen-testing success).
* VMWare 5.5 design and migration planning.
* HP 3Par storage testing and storage migrations.
* Support for a nationwide application delivery.

All of these projects have been delivered on time within budget and with full documentation into the relevant support teams.

**CAP Gemini (HMRC Aspire) – Technical Infrastructure Analyst (Contractor – Experis)**

14th February 2011 – 8th March 2013

* Working as a contractor within a 3rd/4th line server support/project delivery teams supporting a government body’s domain infrastructure. The infrastructure consists of Windows 2003 domain (later migrated to native 2008 R2) with a mix of Microsoft 2003 and 2008 servers, along with Citrix and SharePoint 2010, Exchange 2010 and VMWare virtualisation technologies.
* One of my main duties within this role was to support and deliver design improvements to the backup environment. I under took the upgrade of EMC Networker and the implementation of Symantec Netbackup to a new data centre to add business continuity to the new technologies being introduced (Exchange 2010, SQL 2008 R2, Windows 2008 domain Controllers and SharePoint 2010) along with the fully documented handover to the support teams involved.

I was also heavily involved with design and creation for the following;

* New Active Directory group policies for Windows 7 deployment.
* DHCP migration to a new data centre.
* Removal of roaming profiles.
* Identifying repeated user account lockouts and migration from user accounts to service accounts for application specific objects.
* In addition to this I have been instrumental in building a new support team and implementing the process of an internal academy for desktop engineers to become server support staff.

**Trinity Expert Systems - Back Office Technical Analyst**

15th February 2010 – 11th February 2011

* I was working within a support team for a customer that is a global insurance company, working within strict security, ITGC, ITIL and SOX compliance.
* Daily duties and projects include 3rd line support for a 350 server estate with 200 of these virtual using VMware ESX 3.5i on a HP Blade hardware platform. I also support a Citrix PS 4.5 server farm for 200 users on a 20 server farm with a physical hardware platform and Windows 2003 as the operating system.
* Additionally there is application delivery via SMS and Wise package studio, support and implementation for Windows Deployment Services, along with SQL DBA duties and exchange policy, mailbox administration.
* Implemented WDS and WSUS for server/desktop deployment along with patching (Microsoft WSUS) across the entire estate (1000+ servers)
* Started implementing HP Storage Mirroring backup and disaster recovery across a WAN MPLS connection for primary site servers.
* Oracle database creation and maintenance for Solvency II project.

**Fleetcor Europe - Technical Lead**

8th September 2008 – 12th February 2010

My duties included all aspects of IT due to the initial size of the company and its rapid expansion into Europe including;

* Producing coherent technical proposals that meets the customer requirements.
* Part of the design team for medium and large software systems to be deployed across EMEA.
* Debugging, reuse, source code management strategies and release management.
* Mentoring and guiding less experienced consultants/engineers.
* Meeting clients face to face, due diligence tasks – required Europe wide travel.
* Building relationships with clients, technical teams and external contractors.
* Managing development of documentation to exceed client expectations.
* Architecting and designing infrastructure solutions for various problem types.
* Working on high volume transactional systems including Microsoft SQL Server 20008 R2 replicated environments.
* The position was a technical architect team leader role based around the growth rate of Fleetcor who were expanding rapidly throughout Europe and I operated as the technical lead for Europe.
* The majority of the work undertaken was design of new services and project delivery to support the database and web based functions for fuel card transactions, which was always against strict deadlines across a WAN infrastructure that scopes USA, UK, Netherlands, and the Czech Republic.
* The requirement for international travel across Europe was part of the position.
* IT due diligence for new acquisitions across Europe and the UK, design for improvement and connectivity to the UK domain, building new servers, virtual VM’s and physical DELL PowerEdge servers (SQL and Citrix on a Windows 2008 platform), SQL database design and administration on SQL, 2000, 2005, and 2008 (working alongside the development team to design a replicated disaster recovery strategy), consultancy, installation and support of network infrastructure to new and existing sites.
* Running disaster recovery tests with 3rd party vendor.
* Although it was part of an internal IT team the role was a customer facing position where I support and work with staff of various positions throughout the business i.e. CEO, CIO, call centre staff, IT technical staff, sales, remote workers etc....

**Trinity Expert Systems – Technical Support Analyst**

13th November 2006 - 5th September 2008

* Working as part of a large team based on the site of the customer whose parent company is a financial organisation. My day to day duties involve fault calls working within a contracted SLA, backup maintenance and project work including 3rd party application testing and deployment using Wise installer and SMS 2003. The LAN environment that we are supporting is a Windows 2003/XP and Unix/Oracle setup, with the file/print, DNS, DHCP, Domain Controllers, SQL, and exchange servers being Wintel server and all clients Windows XP, the UNIX servers run an oracle database as the backend of an in house application.

The technologies that I support/use are;

* MS Exchange 2003/Outlook 2003: creating new users, removing old accounts, user administration, fault diagnoses
* Active Directory 2003 domain: new users, application deployment, security, group policy etc...
* HP Data Protector: Backups/restores and disaster recovery
* MS SQL version 7 and 2000 - Creating databases, backup/restore, ODBC connectivity, 3rd party application support.
* ITIL Documentation.
* SOX IT Compliance.
* HP P Class Blade servers and enclosures
* HP C Class Blade servers and enclosures
* HP DL360 G2-4 servers: ILO/RDP remote administration
* SAN connections
* Windows XP
* Windows Server 2003
* Microsoft SMS 2003: Package creation, and deployment, auditing, MS patch deployment
* ISA Server
* IIS
* HP Procurve switches
* Altiris server/desktop imaging
* Ghost image deployment
* Cisco switches
* Network Associates EPO
* Symantec AV
* Sophos AV
* IQ Suite Mail sweeper

**SX3/Northgate IS - Senior Engineer**

9th September 2002 – 10th November 2006

This position was in two parts, primarily I was the senior engineer for the team, responsible for the administration, backups, implementation, and support of both software, hardware, network and the infrastructure for the Revenue & Benefits department of Sandwell MBC.

This role incorporated;

* Windows 2000 Server/Workstation
* Windows 2003 Server
* Windows XP
* Arcserve V11
* Citrix Metaframe XP Version 1 SP2
* Power Quest Deploy Centre 5.0
* Symantec Ghost
* Symantec Live State Recovery
* SMS 2.0
* Symantec CCM
* Cisco switches and routers
* HP servers and workstations and MS SQL 2000.
* Secondly my role consists of the support for a 2nd client Doosan Babcock (formerly Mitsui Babcock) across multiple nationwide locations who have representatives at the majority of the UK’s power stations, which were supported as a team from an IT perspective.
* Northgate completed the role out of all new desktops and servers in 2006 which consisted of approximately 1500 desktops and laptops, 50 Servers, all 2003 with XP desktops/Laptops, and thin client terminals using a Citrix desktop published by Citrix Presentation Server 4.0. Both hardware and software is supported, including backup responsibility (HP Openview), and deployment of images and software applications using Symantec CCM.
* Team leader across the 2 contracts managing a team of 5 engineers.

Previously the experience I have gained covers; originally hardware field support, required security clearance for many of the customers, including MOD sites, Prison Service, Police and Government agencies i.e. Customs and Excise, . I progressed into desktop software support then into server hardware/software roles etc.

I have also been a junior consultant which involved creating a home working solution for a client from inception to delivery which enhanced my customer facing skills from not only a support function but too assist a customer from start to finish of a project, including demonstrations of working solutions, working with the technical to the end user operatives to gain a full understanding of the customer requirements and any problems that they may face during the design and implementation process.

## Employment History: All positions

19th December – Present

**HMRC** – Cloud delivery group - Lead Technical Architect

Lead technical architect role purely in the cloud space working with the main cloud service providers to enable HMRC to transition and migrate to the cloud.

12th October 2015 – 31st December 216

**SCC Ltd** – Technical Architect

Technical design and implementation of DaaS, IaaS and SaaS cloud based G-Cloud and PSN solutions to public sector clients.

1st September 2014 – 4th September 2015

**CAP Gemini** - Technical Architect

Technical design and implementation of Microsoft technologies.

Data centre exit.

12th March 2013 – 31st July 2014

**AdminRe** – Technical Lead Analyst

Key Responsibilities;

Project delivery of various large and small scale projects – 3rd/4th line support, ITGC compliance.

Asset remediation/BYOD/3rd party bespoke workflow application delivery/VMWare design and support.

14th February 2011 – 8th March 2013

**CAP Gemini** – Technical Infrastructure Analyst

Key responsibilities;

3rd and 4th line server support and project implementation – AD, DNS, DHCP, Windows clustering, Windows server, Domain Management whilst adhering to ITGC compliance.

Upgraded and implemented new backup infrastructure to a new data centre and existing sites.

15th February 2010 – 11th February 2011

**Trinity Expert Systems** – 3rd /4th Line Back Office Support Analyst

Key responsibilities/duties;

Project delivery and support based on a customer’s site which encompasses, server administration, VMware ESX 3.5i, Citrix 3.5 Presentation Server, Windows 2003, 2008, Active Directory, Exchange 2003 support, assisting with SAN storage administration and support, WSUS implementation, WDS implementation.

8th September 2008 – 12th February 2010

**Fleetcor Europe** – Technical Architect

Key responsibilities/duties;

Architectural design and support across a wide user base on a Windows 2003/2008 virtual (VMWare) platform and SQL 2008 R2 DBA duties.

13th November 2006 - 5th September 2008

**Trinity Expert Systems** – 2nd/3rd Line Technical Support Analyst

Key responsibilities/duties:

Microsoft support to WAN infrastructure encompassing MS Exchange 2003, MS SQL 2000and 7, Domain Administration, backups using HP Data Protector Manger.

The work scope is divided between fault calls and project work/installations.

9th September 2002 – 10th Nov 2006

**Northgate-IS (Formerly Sx3) Senior Engineer**

Key responsibilities/duties:

Complete IT support of a local authority department, including hardware, software, administrative control and support of the network.

Supporting Windows 2003/2000, domain XP/2000 Clients, with Citrix environment XP-Presentation Server 4.0, and Cisco switches and routers.

27th May 2002 – 5th September 2002

**Specialist Computer Company**: Server Engineer 6th September 2002

Key responsibilities/duties:

Field and site based engineering with specific focus on server hardware faults.

26th February 2001 – 17th May 2002

**Nextra UK: Workplace consultant**

Key responsibilities/duties:

To create mobile working solutions that allows customers to work flexibly from any chosen location.

8th September 1997- 26th February 2001

**Nextra UK (Formerly Norsk Data Ltd):** Customer Service Engineer

Key responsibilities/duties:

Field service engineering covering software and hardware, field and site based.

August 1996 - June 1997

**Comp U Clic**: Trainee Computer Engineer

Key responsibilities/duties:

Managing the day-to-day running of the retail shop.

Onsite callouts to customer sites to repair/upgrade hardware & software.

March 1996 - July 1996 Dale Steels: Steel delivery driver

November 1995 - January 1996 M&N Cable Installations: 1st man in a cable television installation crew.

July 1995 - November 1995 Spinnaker Signs & Blinds: Sign Installer

June 1992 - August 1995 Self-employed: Site Supervisor/Bricklayer

August 1990 - May 1992 Alfred McAlpine Construction Ltd: Trainee Civil Engineer

Various times: DRP films: Assistant to show technicians: UK and Europe

## **Education Training**

3rd April2018 - 3rd April 2020 – AWS Solution Architect Associated (SAA)

Validation Number VSWP7C41DNR41X94

Validate at: http://aws.amazon.com/verification

April 2017 – Azure Architect and deployment classroom training with QA.

June 2017 – AWS Architect (associate) and deployment classroom training with AWS.

Self Study for MCSD: Azure Solutions Architect certification.

TOGAF self-study.

Architecting on AWS self-study - AWS Certified Solutions Architect

Microsoft Virtual Academy – Public cloud and hybrid cloud (Azure and Office 365).

December 2015 - F5 Course Implementing and Administering LTM Load Balancers.

Office 365 study – Implementation for a SMB.

January 2014 – VMWare VCA DCV.

January 2014 – 5 day VCP 5.5 course – Global Knowledge – Birmingham.

VCP 5.5 DCV.

May 2010

Windows Server Performance Tuning Workshop.

Self-study Windows 2008 Server.

Self-Study VCP VSphere 4.0.

May 2007

Blackberry Enterprise Server administration overview.

June 2006

Citrix Presentation Server 4.0 Administration.

April 2006

Citrix Presentation Server 4.0 fault finding.

June 2004

Re-Accreditation HP APS, Proliant Servers.

January 2004

MCSE Windows Server 2003.

October 2003

Re-Accreditation HP APS, Proliant Servers.

October 2001

Microsoft Windows 2000 Professional & Server: Spring Training, Birmingham.

September 2001

Microsoft system builder specialist in Windows 2000 & 98.

September 2001

Re-accredited Compaq Technician (ACT): Servicing Compaq Servers, workstations.

April 2000

Accredited Compaq Technician (ACT): Servicing Compaq Servers: QA training Cirencester.

March 2000

DELL Poweredge server training: Radiant Knowledge, Teddington

May 2000

Toshiba accreditation for desktop PC’s and laptops: Toshiba Training Centre, Camberley

November 1997

Compaq accreditation for desktops & laptops: QA Training, Alderly Edge, Cheshire

21/7/97 - 5/9/97

Customer services engineering in computer maintenance & repair

City & Guilds certificate 7261/344, microcomputer systems installation & maintenance – level III: Cerco Training Ltd, Nantwich, Cheshire.

1991-1993 HNC Building Studies

1989 – 1991 ONC Building Studies

1983-1989 GCSE

CDT Design Realisation - Grade C

English Language-Grade C

Mathematics-Grade B

Physics-Grade B

## **Personal Details**

**Age:** 44

**Date of Birth:** 10th April 1972

**Marital Status:** Living with partner

**Children:** 2

**Driving License:** Full UK driving license

**Other:** Willing to travel internationally.

**Current salary:** Contractor day rate

## **Interests/Hobbies**

Running

Mountaineering – hiking

Surfing

## 

## 

## **References**

Simon Newby – Worked together at SCC Ltd

[Simon.newby@hmrc.gsi.gov.uk](mailto:Simon.newby@hmrc.gsi.gov.uk)

HMRC Deputy Director – Head of Cloud Delivery Group

Floor 4

Plaza 2

Ironmasters Way

Telford

Shaun Ward – Worked together at CAP Gemini and Trinity Expert Systems

[shaun\_ward@trinityservice.co.uk](mailto:shaun_ward@trinityservice.co.uk)

Lead Technical Architect

Trustmarque

Stone court

Middlemarch Business Park

Siskin Drive

Coventry

CV3 4FJ

Liam Webster – Worked together at AdminRe

[Liam.webster@exceed.com](mailto:Liam.webster@exceed.com)

Project Manager – Exceed and AdminRe