**Andrew Brown**

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**PROFESSIONAL PROFILE**

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| **Key Competencies:**   * Incident Management * Project Implementation * 3rd Line Support * Troubleshooting * Client Management | A highly experienced IT Professional with a successful track record in providing onsite and remote diagnoses of computer hardware and software faults. Management and delivery of infrastructure projects and provision of 3rd line technical support to end users, ensuring operational problems and queries are quickly resolved. Providing outstanding client support, demonstrating excellent communication skills and a logical approach to problem solving and decision making. |

**TECHNICAL KNOWLEDGE**

* All Windows based Operating Systems. Windows Active Directory 2000 - 2016 and all of its components.
* Microsoft Exchange 2000 - 2013. SQL 2000/2005/2008/2012 implementations.
* Veritas, DPM, Arcserve and Veeam backup implementations and administration.
* Hyper-V implementation and administration. VMWare administration.
* Symantec, Mcafee EPO and Sophos Antivirus implementations. WSUS implementations. VPN administration.
* HP and Cisco Switches. Cisco routers. Fortigate, Cisco and Sonicwall firewalls. LAN and WAN administration.
* SAN Storage – Dell EMC, NetApp. Powershell. Linux OS – basic knowledge. ITIL.
* Microsoft Office products ’97 - 2016. SharePoint 2013.

**PROFESSIONAL EXPERIENCE**

**Infrastructure\Migration Engineer** (Contract) **Jan 2019 – Present**

Awaze (formerly Vacation Rentals) - Earby

* Migrate the European arm of the organisation to a new Active Directory structure.
* Work remotely within Europe alongside other members of the migration team.
* Migrate Servers, Workstations, Mailboxes and Users.
* Prepare and test servers in readiness for the final breaking of trusts between forests.
* Fix potential issues that have arisen from the testing phase prior to final cutover.

**Senior Infrastructure Engineer** **Dec 2013 – Aug 2018**

SimpsonMillar LLP - Leeds

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| |  | | --- | |  |  * Administration and maintenance of the company’s 80 virtual and 40 physical Dell Windows servers. * Build and configuration of all physical and virtual Windows Servers, as per company requirements. * Fortigate firewall administration with a responsibility for IT security. * Network management – HP and Cisco switches/routers. * Sophos anti-virus and Windows patch management. * Administration of Exchange 2010/2013. MimeCast administration. * Overall management of the firm’s backup procedures – DPM and Veeam. * Assist the IT Manager to forecast any needed improvements and to implement any changes. * Multi-domain, Multi-site management. * Remote Server Management using iDrac/iLO. * Server and network monitoring - System Centre Operations Manager 2016 * SAN, iSCSI Management. * Server Virtualization – Hyper-V, System Centre Virtual Machine Manager. * Remote working Management – VPN, Microsoft Remote Desktop Services.   Projects Completed:   * Implemented System Centre Operations Manager for firm wide server and network monitoring. * Implemented Sophos AV rollout firm wide in a multi-domain environment. * Designed and built a Hyper-V clustered environment, in a brand new data centre, which now services a multi-domain/multi-site environment. * Implemented Veeam for site wide backup and recovery services. * Lift and shift of a complete server room to a new office.   Designed and implemented a new IP scheme establishing connectivity across multiple sites/domains. |

**Senior Infrastructure Analyst** **June 2009 – August 2013**

Allianz Insurance PLC - Lancaster

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| Primary responsibility for supporting infrastructure systems and software including all hardware, network and storage configuration, data centre operations and infrastructure software, including Microsoft server platforms. |

* Administer and maintain 40 HP servers, both physical and virtual, running Windows 2000/2003/2008 onsite and at remote locations – including a DR site and a data centre.
* Administer the HP DP6 backup server, Exchange 2007 system, Webmarshal Proxy server, Blackberry Enterprise Server, Cisco Pix firewalls, Cisco Switches.
* Provide 3rd line technical support and advice to approximately 250 end users of ICT services, ensuring operational problems and queries are quickly diagnosed and resolved.
* Plan, manage and maintain desktop hardware and software, ensuring secure user network access for email, file and print, corporate and bespoke desktop applications.
* Serve as a liaison between technical staff, management, and users; providing subject matter expertise, advice and consultancy for technology and infrastructure projects.
* Produce written reports and prepares clear and concise documentation to resolve problems and communicate solutions.

Projects Completed:

* Designed and deployed a Symantec Endpoint Protection 11 antivirus solution to a user base of 250.
* Designed and configured a disaster recovery plan in readiness for the invocation of a DR test. This included firewall, switch and server builds/configs, as well as setting up VPN connectivity to the site.
* Designed and deployed two pairs of clustered servers (IIS and SQL) for the business website.
* Deployed an Active Directory upgrade to new hardware to facilitate an Exchange upgrade.
* Designed and deployed an upgrade from Exchange Server 2000 to Exchange 2007.

**EARLIER CAREER SUMMARY**

Senior Support Engineer (Contract) Flexsys Nov 2008 – Jun 2009

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| Senior Infrastructure Analyst (Contract) | Premierline Direct | May 2008 – Nov 2008 |
| IT Architecture Specialist (Contract) | National Express | Jul 2007 – Mar 2008 |
| Senior Technical Analyst (2nd Contract) | London Scottish Bank | Jan 2007 – Jul 2007 |
| Desktop/Server Engineer (Contract) | Capital One | Aug 2006 – Dec 2006 |
| Senior Technical Analyst (Contract) | London Scottish Bank | Jan 2006 – Jun 2006 |
| IT Support Engineer (Contract) | Faber Maunsell | Sep 2005 – Dec 2005 |
| Systems/Network Administrator | Stockport College HFE | Mar 2003 – Aug 2005 |
| IT Support | Buckingham Bingo | Dec 2001 – Mar 2003 |
| Interactive Analyst | NTL Ltd | Sep 2000 – Dec 2001 |

**PROFESSIONAL TRAINING & QUALIFICATIONS**

* Cisco CCENT
* MCSE Cloud Platform and Infrastructure – Currently Studying
* MCSE 2000, MCSA 2000, MCSA 2003.
* Comptia Network+, Comptia A+ (Core Hardware and OS), Comptia Security+.
* Diploma in Computing – Open University

**COURSES ATTENDED**

* Implementing Microsoft Azure Infrastructure Solutions.
* System Centre Configuration Manager 2012.
* Cisco Network Associate (CCNA).
* SharePoint 2013 Administration.
* Certificate in Advanced Network Engineering. (Lancaster University).
* Plan, Implement and Maintain a Windows Server 2003 Active Directory / Exchange 2003.