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| ICKRAM MUSA |  |
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## Profile

I am a dedicated and effective Enterprise Network Administrator and Technical Project Manager with sound technical and people management skills. I can communicate well with both clients and colleagues. I work effectively with minimal supervision.

### Major Achievements

* Upgrade Of Windows 2003 Domain to Windows 2012 R2
* Upgrade of Exchange 2003 to Exchange 2016
* Upgrade of Citrix XenApp 5.0 to XenApp 6.5
* Windows 2003 Server Server Remediation Project
* Upgrade of Vsphere Farm 6.5 /6.0 /5.1
* Citrix DR implementation
* DataCentre Migration to vSphere 6.0 /4.0 Infrastructure
* Symantec Altiris Server Monitoring optimisation

**Certifications**

Prince 2 Practitioner, Prince 2 Foundation, ITIL 2012, ITIL 2.0

VCP 6.5, 6.0,5.5, 5.0, 4.0, MCSA 2012, 2008,MCSE 2003, MCSA 2003, MCSE 2000, MCSA 2000, MCSE NT.40

## Key Skills

* Vmware Performance and Troubleshooting, Powershell scripting, vCLI scripting.
* Installation and administrator Vmware ESX/ESXi 6.0,5.1, 4.0 server.
* Installation and administration of Hyper 2012 R2
* Design, Installation and Administration of Windows 2016, 2012 R2, 2008, 2003 Active Directory
* Design of Group Policy and optimisations.
* Administration installation of Citrix farm, Xenapp 6.5, 6.0, 5.0, 4.0, XPa
* Administration and Installation of Exchange 2016, 2010, 2003, 5.5

# Altiris Administration and optimisation

* Installation and Administrating, Windows 2012 R2, Windows 2008 R2,Windows 2003, Windows 2000 Advance Server, Windows 2000 Windows NT4,
* Installation of DNS, DHCP, Windows 2008, 2003 Servers.
* Administration of EPO 5.3, 4.5 Server, Virus Scan Enterprise, Net Shield, Groupshield
* Installation and Administration of Firewall Technologies, Watchgaurd Firebox.
* Installation and Administrating, SQL 2010, 2008, 2005, 2000
* Installation and Administrating Internet Information Server (IIS) 7.0, 6.0.
* Installation and Administration and Configuration Backup Exec 10.1
* Desktop Support Windows 7, Vista, XP, 2000 Pro, NT 4.0, Windows 98, 95
* Supporting Microsoft Office 2007, 2003, XP, 2000, 97 and Lotus Notes
* Basic Unix Administration for HP Compaq Tru64 Unix.
* Administration of Avaya Multi-Vantage, Telephony and CTI.

**Technical Consultant 2018-Jan – 2019 May (Contract)**

Providing IT Services Enterprise Class Financial company.

Administration of Hyper-V 2012 Clusters

Administration of Vmware 6.5 vcenter

Installation and Administration of Windows 2012 RDS Farm

Administration of Windows Active Directory 2012 R2

Administration of Exchange 2010\2016

Installation and implementation of Zerto DR technology across the virtualisation platforms.

**Technical Consultant 2017-Oct – 2017 Dec (Contract)**

Stagecoach Group Plc

Responsible and organised consolidation and migration of physical servers to Vmware Virtual Platform.Succesfuly Migrated Legacy Citrix servers, created virtual machine templates for Citrix Xenapp servers.

Design and implemented Windows 2012 DFS to replace legacy SMB Cifs shares

Design and implemented Proof of concept for Oracle SQL Server migration to Oracle VM

* Installation of Oracle Linux 7.4
* Installation of Oracle Linux VM Server 7.4
* Installation of Oracle VM Manager

**Technical Consultant 2017-Jul – 2017 Sep (Contract)**

Stagecoach Group plc

Responsible for the virtualisation of x86 Linux and Windows systems for UK Bus. Manage and decommission physical servers and equipment.

* Virtualise Legacy Citrix Metaframe 4.5 Farms
* Virtualise Oracle Servers
* Create Citrix Virtual Machine template
* Migrate file servers to DFS servers

**Technical Consultant 2016-Oct – 2017 Jun (Contract)**

Stagecoach Group plc

Responsible for the delivery and migration of HOPS platform to supported Hardware and Software infrastructure. Managing various company Partners across number of geographically dispersed datacentre to achieve Project objectives.

Successfully managing and delivering to budget £2.5 m Smartcard Project and reporting to Stagecoach Project board. How important was this project? The Smartcard platform generates 70% of Stagecoach Bus annual revenue. The annual revenue for 2016 was approx £1.1 billion.

* Installation of vSphere 6.0 Cluster and vCentre 6.0
* Installation of vSphere 6.0 Update Manager (VUM)
* Installation of vSphere 6.0 Update Manager and Administration
* Upgrade of Active Directory Domains to Windows 2012 R2 and Windows 2008 R2
* Installation of Netbackup 7.7.3 and administration
* Design and writing Technical work packages for company Partners to complete
* Organising installation of 3PAR SAN and administration
* Manage multiple teams to ensure Project objectives were successfully meet

**Technical Analyst 2016-Apr -2016 - Sep (Contract)**

Stagecoach Group plc

3rd Line/Projects

Stagecoach Group is a provider of Bus, Rail, and Tram transport in the UK, and is an operator of bus and tour services within Europe, the United States and Canada, and employs more than 25,000 people.

* Upgrade of Stagecoach Windows 2003 Domain to Windows 2012 R2
* Upgrade of Mcafee EPO infrastructure to Mcafee EPO 5.3.
* Administration of Xenapp 5.5 Citrix farm
* Day to day support of core server infrastructure and site-based servers spread over 160 locations
* Upgrade of Citylink Active Directory Domain from Windows 2003 to Windows 2012 R2
* Upgrade of Citylink Exchange 2003 to Exchange 2016

**System Engineer 2015-Dec -2016 Mar (Contract)**

Ombudsman Service

3rd Line/Projects

Current project is Installation and Administration of Microsoft Administration of Bitlocker and laptop

Encryption using Bit locker.

* Administration and Installation of Windows 2012 R2, 2008 R2, 2003,
* Administration and Installation of Virtual Infrastructure Vmware 5.5
* Installation and configuration of Dell EqualLogic 6000 series SANs
* Administration and Installation of XenApp 7.1 Farm
* Administration and Installation of Active Directory environment
* Administration of Exchange 2007 and legacy environment
* Administration and installation of Veeam and Back Exec 15
* Administration and installation of Microsoft SCCM 2012 R2
* Administration of Intel Stonegate firewall and Dell switches.
* Administration of Avaya Telephony, VoIP
* Administration of Wireless infrastructure elements including security configuration
* SQL Server Installation and Development
* Scripting skills in PowerShell,

**Project Engineer 2012 Jan – 2015 Dec**

Swinton Insurance

Project Engineer and 3rd Line

A Projects Engineer for one of the largest insurance brokers, in the UK. I was involved in providing support to user family of more than 5000 users nationwide.

* Upgrade of Citrix Xenapp 5.0 to 6.5
* Deployment of desktop VDI solutions using best of breed technologies, combination of Vmware Virtual servers and high end enterprise sans.
* Installation and administration of Microsoft Hyper-V 2012 R2, Windows 2012 R2
* Deployment of Windows 2008 R2 server to boot from iSCSI san Netapp filer.
* Multi Domain of Active Directory 2003 migration to Active Directory 2008.
* Built Windows 2008 R2 Active Directory Forest for a new subsidiary company.
* Administration of Microsoft Exchange 2010 environment.
* Administration of BES Server v5.0.3
* Messaging solutions with MobileIron, ActiveSync, Blackberry, OWA, MailSweeper.
* Support of Symantec Enterprise Vault and upgrades (v6 - v9)
* Implementation of Patch management using Lumension.
* High-level documentation for proposals, design documents and implementation
* Redesign of Group Policy for more granular control
* PowerShell and VBScript development for automation and statistic reports
* Support of Wyse thin clients and investigation of implementation of replacements using Igel
* Packaging of software using Citrix Installation Manager, and Certero AssetStudio.

**Senior System Engineer 2006 Feb - 2012 Jan**

G4S (Group 4 Securicor)

3rd Line Support

* Technical Lead in Major projects, providing consultative service to Project Managers and CEO.
* Windows Group Policy and Group Policy Preference management.
* Active Directory Administration of groups and Group Policies.
* Administration of XenApp 6.0, Citrix Presentation 4.0. and Metaframe XPa.
* Installation and Administration of HP Storage SANs, Dell MSA 3000s.
* Installation and configuration of Dell EqualLogic 4000/6000 series SANs
* Experience of working with EMC Clarions
* SQL 2005 Database Installation and Replication Administration.
* Setup and Management of wireless network in branch offices.
* Providing innovative solutions to meet ITIL standard. Use of freeware or inexpensive resources such as Dell Openmanage IT Assistant and Lansweeper to monitor all IT assets.
* Managing a team of engineers, to ensure effective IT service delivery on 24/7 basis.
* 3rd Line Support on Windows Infrastructure.
* Installation of 2 Node Windows 2003 Cluster Solution.
* Installation of Vmware ESX Server and migration of servers.
* Setup of Custom Metrics & Monitor Packs in Symantec Altiris Server 7.1 to Monitor Curfew Electronic Monitor System.
* Performance monitoring using Vmware Capacity Planner.
* Network Monitoring using Plixer Network Scrutinizer and Nmap.
* Administration Cisco Pix firewall, Microsoft ISA 2004 Server.
* Administration of Avaya Multi Vantage.

**Network Technician 2001 Jan – 2006 Feb**

BSS (Learndirect), Manchester

3rd /2nd Line Support

* Maintaining various systems and redeveloping appropriate solutions to the business needs and aims.
* Providing training and guidance to staff in the observation and relevance of procedures.
* The Maintenance of Wan infrastructure, DNS, DHCP, Wins and VPNs.
* Installation and administration of WatchGuard Firebox and maintenance of website and FTP sites.
* Administrating Windows 2003, NT Domain, Windows 2000 Servers 4.0 and Exchange Server 2003, IIS Server 6.0, Proxy Server. Implementing Email and Internet policy using Surf Control Super Scout. WAN administration Exchange server 2003 - 5.5.
* Administration of SQL Server Databases, which are used in Telephony management and reporting. Configuration of Avaya Multi-Vantage, for Telephony and maintenance of Voice recorder.
* Recent project included setting up and administration of Citrix Server and clients across WAN enterprise. Installation and maintenance of Dell PowerEdge Servers using hardware RAID 5.
* The maintenance and administration of Citrix Server and Windows 2000 Terminal Server
* PC support and Desktop support Office 2000. Use of remote administration VNC triade and SMS. User support for remote users using Terminal Server 4.0. Administration and maintenance of Cannon GP 405 printer /fax /scanner.

**Helpdesk Support Analyst 2000 Jan – 2001 Jan**

Torex Retail, Bolton

2nd / 1st line Support

* Providing support to customer of Wholesale division on Bespoke programs and Microsoft Office 97.
* NT Server and workstations 4.0, Windows 95. All hardware and software problems are dealt and fixed by the Helpdesk. The problems range from troubleshooting printer problems to hand held scanner, Laptop, programs causing runtime errors. I provide user support to all client/server applications such as Exchange Server 5.5, SQL Server 6.5, which are used in conjunction with BackOffice products.
* This involves remote administration of customer site using Netop and RAS. I have gained extensive working knowledge of TCP/IP while working at the Helpdesk.

**I.T Technician (Contract) 1999 May-Dec**

Bolton College, Bolton

2nd / 1st line Support

* Providing 1st/2nd support to users. Manage and administered user accounts using Netware 5.Maintain Helpdesk system monitoring staff requests and providing assistance. Provide end user support for various hardware, printers, and Microsoft Office, Lotus Notes. Troubleshooting various specialist software e.g. Business Objects. Involved in daily backup of college database. Working with various operating systems such as Novell Netware 5, Windows NT Workstations, 95, 98.

The project involved setting up entire network in college’s second site at Horwich.

This involved setting up Netware 5.1 Sever, PCs, and cable installation of Ethernet 100 Mbps. Migration of old server 3.x to Novell 5.1, administrative and local installation of applications. Setting up of NDS, objects, group and user policies and the logon scripts for users.

**Clerical Assistant/ Computer Operator Technician (Contract) 1999 Feb-May**

AQA, Manchester

1st line Support

* Duties varied from postal booking, analysis of scripts, data verification, script filing. Also responsible for despatches of exam papers and handling enquires regarding exam regulations from various test centres.
* Due to technical ability was promoted to work in the computer room, to scan exam results. Print exam results using Oce printers controlled by DEcDigital software. This work requires great concentration, accuracy ensure the correct results were being sent.
* OCE use UNIX commands link to a network server running under TCP/IP protocol. Used and configured NT Workstations for scanning documents and printing .

**Training**

**Citrix XenApp 6.5 Advanced Administration Oct 2013**

**Prince 2 Foundation and Practioner Aug 2013**

**ITIL 2012 Foundation Apr 2012**

**Vmware Advanced Fast Track (VCAP-DCD) Sep 2011 Vmware vSphere 4.0 Administration Course Oct 2009**

**ITIL Service Management Foundation Aug 2006**

**Microsoft Windows SQL 2000 Programming Jan 2006**

**Implementing and Planning Microsoft Windows 2003 Active Directory Sep 2004**

## Microsoft Windows 2000 Planning & Implementing Active Directories Aug 2003

**Microsoft Windows 2000 Network Infrastructure Administration Mar 2003**

## Microsoft Windows 2000 Upgrade from NT 4.0 Nov 2002

**Upgrading from Microsoft Exchange Server 5.5 to Microsoft Exchange 2000 Sep 2002**

**Implementing and Managing Microsoft Exchange 2000 Sep 2001**

**Education**

**Vmware VCP 6.0 2017- Mar**

**MCSA Windows 2008 2016 - Dec**

**Vmware VCP 5.5 2015 - Mar**

**Prince 2 Practioner 2013 - Aug**

**Prince 2 Foundation 2013 - Aug**

**ITIL 2012 Foundation 2012 - May**

**Vmware VCP 5.0 2012 - Feb**

**Vmware VCP 4.0 2011- Mar**

**MCSA Windows 2003 2008 - Mar**

**MCSE Windows 2003 2007 - May**

**ITIL Service Management Foundation 2006 - Aug**

**MCSA Windows 2000 2005 - May**

**MCSE Windows 2000 2003 - May**

**MCSE Windows NT 4.0 2002 –Mar**

**MCP Windows NT 4.0 1999 - Apr**

## NVQ II PC Installation and Maintenance 1998-Apr

**BSc (Hons) Biology 1994-97**

Manchester Metropolitan University

**A’ Levels**, at Bolton South Sixth Form College: **1991-93**

Biology(B), Economics(B) Chemistry (B)

**Secondary Education** : The Hayward School **1986-91**

9 GCSEs Grade C or above including English Language, Biology, Chemistry, Maths, CDT Technology, Information Technology, Business Studies, Integrated Humanities