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Andrew Morgalla

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| Personal Information | 1. Marital status: Divorced 2. Nationality: British 3. Date of birth: 22nd June 1976 4. Driving Licence: Full |
| Education | September 1995 – May 1996 St Helens College  HNC Software Engineering |
| Professional experience | **Autocab (GPC Computer Software Limited)** Manchester  July 2018 – Present  Software Deployment Manager  Autocab (GPC Computer Software Limited) deliver intelligent software solutions to the private hire taxi and transit industry and are a market leader in booking, dispatch and delivery applications including mobile applications and desktop solutions.  Originally reporting to the Chief Technical Officer (now head of Research and Development), I am responsible for designing, deploying and supporting infrastructure services deployed in Microsoft Azure across multiple international regions which currently includes approx. 1000 virtual machines, 250 web applications and web servers, monitoring solutions, virtual networks, access control lists, virtual firewalls, remote access solutions to name a few.  My daily duties include designing, implementing and troubleshooting Azure IaaS, PaaS, SaaS and Windows container architecture to facilitate the main line of business booking and dispatch applications and both Android and iOS mobile applications for drivers and passengers worldwide. This can range from creating an Azure subscription and deploying by script (PowerShell, ARM, shell etc.) all resources underneath it to migrating deprecated classic Azure resources to the current Azure Resource Manager standard, to migration of on premise solutions such as Bitbucket into Azure to IaaS-to-PaaS migrations and everything in-between.  Monitoring of Azure cost and resource performance to ensure that solutions are cost effective and give the best performance for cost.  Active Directory management of 2 customer facing production Azure tenancies and ad-hoc support of the internal domain and Office 365 resources when required by the internal IT team.  Performance monitoring using Azure based resources such as Application Insights for end to end application visibility, Azure Monitor for virtual machine, network, traffic monitoring etc.  Design and implementation of Azure networking and security, both perimeter and internal networks across all regions.  Implementation and ad-hoc support of third-party applications based on Microsoft best practice and customer requirements such as Tableau Analytics.  Deployment, monitoring and support of Azure SQL and MySQL for Azure PaaS services.  Data and virtual machine backup and restoration to both cloud and on-premise in hybrid solutions. Operational checks and maintenance to proactively ensure high availability of service.  Support of Microsoft infrastructure technologies (Windows Server, SQL, WSUS etc.) on premise and cloud based, including Microsoft Active Directory.  Deployment, configuration and support Web API, mobile application and web content delivery architecture for Jenkins and Azure DevOps/Pipelines  Build of virtual machine and content delivery environments using Hyper-V (for limited on-premise resources internally) and PowerShell/ARM/Azure Portal for multinational cloud-based infrastructure including Windows container host as well as IaaS/PaaS/SaaS.  Creation of standard documentation including technical project, architecture and process documentation and diagrams.  Requirements gathering from various stakeholders including department heads, board members and external customers.  Budget and resource planning, cost management and performance reporting at board and customer level.  Staff training on new systems and briefing on any changes made that both affect their daily duties (1st and 2nd line teams etc.) and impact the business.  Windows application support (both main LOB application and general desktop software such as OS/Office/OneDrive etc.) where required to internal staff and external customers.  Support of physical hardware such as switches, file servers, domain controllers, firewalls (virtual and physical), broadband technologies when required.  VPN connectivity for customer site-to-site operations and site-to-cloud.  **iVendi Limited** Manchester  December 2017 – July 2018  Infrastructure Engineer  iVendi Limited deliver intelligent software solutions to the automotive industry and are a market leader in automotive financial products.  Reporting to the Infrastructure Director, I am responsible for designing, deploying and supporting infrastructure services deployed across Microsoft Azure, AWS and a hosted datacentre in Manchester.  My daily duties include designing, implementing and troubleshooting Cisco network solutions, VMware, domain services, DNS, end user support for two offices and DevOps using PowerShell and Terraform.  Delivery of Azure IaaS, PaaS and SaaS services.  Design and implementation of Azure server architecture, networking and security.  Implementation and ad-hoc support of third-party applications based on Microsoft best practice and customer requirements.  Data and virtual machine backup and restoration to both cloud and on-premise in hybrid solutions. Operational checks and maintenance to proactively ensure high availability of service.  Support of Microsoft infrastructure technologies (Windows Server, SQL, WSUS etc), including Microsoft Active Directory.  Deployment and support of Office 365 and Google Apps and email.  Build of virtual machine and content delivery environments using SCCM/Hyper-V and VMware technologies. Creation of standard documentation including technical project, architecture and processes.  **Shaping Cloud** Manchester  October 2016 – December 2017  Cloud Engineer  Shaping Cloud deliver intelligent cloud solutions through software and infrastructure, that enable the public sector to transform the way they deliver services.  Reporting to the Infrastructure Director, I am responsible for designing, deploying and supporting Microsoft Azure services offered to Shaping Clouds customers.  My daily duties include designing, implementing and troubleshooting Azure cloud technologies for public sector clients in both hybrid and cloud only scenarios.  Delivery of Azure IaaS, PaaS and SaaS services. Migration into the cloud using Azure based and third-party solutions to -lift and shift- on premise servers and the review of applications for cloud readiness.  Design and implementation of Azure subscriptions, server architecture, networking, security and identity management throughout the Azure stack and integration to existing on premise solutions.  Implementation and ad-hoc support of third-party applications in Azure based on Microsoft best practice and customer requirements.  Data and virtual machine backup and restoration to both cloud and on-premise in hybrid solutions. Operational checks and maintenance to proactively ensure high availability of service.  Support of Microsoft infrastructure technologies (Hyper-V, SharePoint, Windows Server, SQL, CRM), including Microsoft Active Directory.  Deployment and support of Office 365 hybrid and cloud only solutions.  Build of virtual machine and content delivery environments using SCCM/Hyper-V and VMware technologies.  Creation of standard documentation including technical project, architecture and processes. Direct support and management of customers. Support and configuration of routers, VLANs, VPNs and firewalls.  Scripting using PowerShell and Azure CLI to automate platform tasks. Knowledge of standard IT security principles within a server environment. Technical project delivery and systems architecture.  **Outsourcery Ltd** Manchester  October 2013 – September 2016  IT Operations Engineer  Outsourcery is the leading provider of cloud technology and information services including hosted Unified Communications, IAAS, SAAS and consultancy.  Reporting to the Head of IT Operations, I am responsible for supporting the Cloud Services offered to Outsourcery’s partners and customers.  My daily duties include successful management and resolution of escalated cases from other support teams, troubleshooting system issues and escalate if required to appropriate teams or third parties. Delivery of availability SLAs on systems and services including support of Anti-virus, application and systems patching to mitigate security risks to service. Active monitoring of systems through Microsoft Systems Centre Operations Manager (SCOM). Investigation, resolution and escalation of issues and trends in system alerting to minimise downtime. Change control following ITIL best practice, for any changes that may impact systems availability, security or capacity. Out of hours support as part of the on-call systems engineer rota. Technical input and data analysis for monthly service reporting and internal company communications.  Data and virtual machine backup and restoration. Daily/weekly/monthly operational checks and maintenance to proactively ensure the high availability of services. Support of Microsoft infrastructure technologies (Hyper-V, SharePoint, Windows Server, SQL, CRM), including Microsoft Active Directory.  Build of virtual machine environments using SCCM/Hyper-V technologies. Creation of standard documentation including technical project, architecture and processes. Direct support and management of customers. Support and configuration of routers, VLANs, VPNs and firewalls.  Scripting using PowerShell to automate platform tasks. Knowledge of standard IT security principles within a server environment. Technical project delivery. Maintaining security to IL3 government standards.  **Trade Only Ltd** Manchester  March 2012 – October 2013  IT and Infrastructure Manager  Trade Only is the leading provider of technology and information services to the promotional products, print and corporate clothing industries.  Recent achievements include the successful deployment of one of the company’s primary application into the Amazon AWS platform which is now deployed to the end user via Citrix XenApp 6.5. Design, implementation and ongoing management of a Windows 2008 R2 domain across 4 offices in 3 different countries after a part of the business was sold.  Current projects include migration of the company’s web applications and server architecture from our Manchester data centre to the Amazon AWS platform and finalising the transfer of our sister companies to the new company domain. Migrating all email and IM services to a federated platform away from Office 365.  Daily duties involve the administration of several Windows 2003/2008 Active Directory domain environments over both physical and virtual VMWare 5 environments incorporating DNS, DHCP, WINS, MySQL 5.5, and Exchange 2010.  Support of 60 internal staff across 4 offices in 3 countries including home workers. Third and fourth line support for a customer base of approx. 10000 end users worldwide including consultancy services for IT solutions.  Management of a team of two support engineers based in a remote location. Third and fourth line escalation point for helpdesk staff in the UK, Canada and the USA.  Setup and administration of Symantec Backup Exec client/server solutions and appliances in Canada and the UK. Installation and support of clustered servers for Exchange and SQL, support of Terminal servers used by internal staff and end users. Daily monitoring of servers and network using server platform monitoring solutions including PTRG Network Monitor and HP SIM.  Management of 4 AWS and one internal Citrix XenApp farms including deployment, support, licensing and an escalation point for first line engineers.  Design and implementation of Windows 2008 domain structure, incorporating Exchange 2010, MySQL, file and print, web servers for the company infrastructure. Installation and support of Lync 2010 Federated in the UK and Office 365 with Lync 2010 Online in the USA and Canada.  Migration of physical servers to a virtual environment. Design of master/standby resilient solutions. Network layout and design incorporating satellite offices and remote users. As part of the design process define ongoing support processes and backup/recovery solutions allowing for autonomous operation and minimal downtime. Implementation of monthly reviews to go over system monitoring data, looking for ways to improve on existing structure from both a support and end user perspective. Travel to UK and international sites and provide on call services for infrastructure and development staff.  Contract management for IT software, hardware, mobile phones, two linked Avaya IP Office solutions in two UK sites. Relationship and technical liaison for ISP’s and datacenters in three countries. Procurement of assets for the UK, Canada and the USA.  Design input of disaster recovery solutions, including remote sites, backup and data recovery, telephony and data centres working with the rest of the senior management team to ensure smooth and effective plans are implemented and no loss of service is experienced.  **Stella Travel Services** Sandycroft  March 2010 – March 2012  Infrastructure Analyst  Stella Travel Services are a UK travel company with several well known high street and internet brands in many locations nationwide as well as remote users working internationally.  Recent achievements include the successful relocation of the company infrastructure from GS1 in London to a new data centre in Harrogate and design of future domain consolidation. I was involved in the design and implementation of the VMWare infrastructure which hosts the majority of the new server environment. I currently support approximately 100 virtual servers spread across 5 UK sites on both single host and clustered configurations.  Current projects include migration of the company’s web and SQL server architecture from our Manchester data centre to the new central location in Harrogate and finalising the virtualisation of our Head Office servers to a staging area before migrating them to a datacenter.  Daily duties involve the administration of several Windows 2003/2008 Active Directory domain environments over both physical and virtual VMWare 3.5 environments incorporating DNS, DHCP, WINS, SQL 2000/2005/2008, Exchange 2003/2007.  Workstation image design and image based client deployment via FOG of Windows XP and Windows 7 operating systems. Installation and support of networked and shared printers. Research and resolution of second and third line support issues escalated from multiple helpdesks. Roll-out and ongoing configuration of Sophos and AVG Business anti-virus software via central administration servers. Design and monitoring of backup solutions around Veritas Backup Exec along with managing correct daily operation for head office and 20+ agent sites throughout the country. Active Directory design and setup of group and local policies. Support and installation of Office 2007. Setup and support of HP, IBM and Dell server and workstation solutions along with EqualLogic and NetApp SAN technologies. Setup and support of iPhones and Blackberry devices. Setup and administration of BES back end server. Installation and support of clustered servers for Exchange and SQL, support of load balanced Terminal servers for agents. Daily monitoring of servers and network using server platform monitoring solutions including PTRG Network Monitor and Microsoft Operations Manager, looking for ways of improving service and identifying possible issues before they arise.  Design and implementation of Windows 2008 domain structure, incorporating Exchange, SQL, SCE, file and print, web servers for the company infrastructure. Migration of physical servers to a virtual environment as part of several data centre migrations. Design of master/standby resilient solutions. Network layout and design incorporating satellite offices and remote users. As part of the design process define ongoing support processes and backup/recovery solutions allowing for autonomous operation and minimal downtime. Implementation of monthly reviews to go over system monitoring data, looking for ways to improve on existing structure from both a support and end user perspective. Travel to UK sites and remote users to assist with/manage system setup and support of end users and site refurbishments.  Design input of disaster recovery solutions, including remote sites, backup and data recovery, telephony and data centres working with senior management to ensure smooth and effective plans are implemented.  **CVS (Commercial Valuer & Surveyors)** Manchester  June 2009 – March 2010  Network Administrator  CVS gain reductions in business rates for properties and businesses across the UK. I am employed by CVS to provide support to the internal infrastructure and 150+ users spread over 2 sites in Manchester, London and remote users across the UK.  Daily management and mentoring of one junior, including timesheet management, workload, holidays, disciplinary action. Daily duties involve the administration of a Windows 2003 Active Directory domain environment incorporating DNS, DHCP, WINS, SQL 2000/2005, Exchange 2007. Workstation image design and image based client deployment via Microsoft RIS/WDS or Windows XP, Vista and Windows 7 operating systems. Installation and support of networked and shared printers. Research and resolution of unforeseen issues. Roll-out and ongoing configuration of McAfee anti-virus software via the ePO central administration server. Designing backup solutions around Veritas Backup Exec along with managing correct daily operation. Active Directory design and setting group and local policies. Support and installation of Office 2007. Application deployment via Active Directory and Systems Center Essentials. Setup and support of HP, IBM and Dell server and workstation solutions. Support of Avaya IP Office analogue, digital and IP phone system over multiple locations. Setup and support of iPhones and Blackberry devices. Setup and administration of BES back end server. Daily monitoring of servers and network using server platform monitoring solutions, looking for ways of improving service and identifying possible issues before they arise.  Design and implementation of Windows 2008 domain structure, incorporating Exchange, SQL, SCE, file and print, web servers for the company infrastructure. Design of master/standby resilient solutions. Network layout and design incorporating satellite offices and remote users. As part of the design process define ongoing support processes and backup/recovery solutions allowing for autonomous operation and minimal downtime. Implementation of monthly reviews to go over system monitoring data, looking for ways to improve on existing structure from both a support and end user perspective. Travel to UK sites and remote users to assist with/manage system setup and support of end users.  Design input of disaster recovery solutions, including remote sites, backup and data recovery, telephony, working with senior management to ensure smooth and effective plans are implemented.  **Ultra Electronics Airport Systems** Wythenshawe  February 2004 – May 2009  IT Support Engineer  Ultra Electronics Airport Systems provides software to the global domestic airport market. I am employed by UEAS to provide support to the internal infrastructure and 300+ users spread over 4 sites, 2 of which are in the UK, one in the USA and the other in China.  Daily duties involve the administration of a mixed Windows 2000/2003 Active Directory domain environment incorporating DNS, DHCP, WINS, SQL 2000/2005, Exchange 5.X/2003. Workstation image design and image based client deployment via Microsoft RIS/WDS. Managing and creating VPN connections, both site-to-site and client based. Installation and support of networked and shared printers. Research and resolution of unforeseen issues. Roll-out and ongoing configuration of McAfee anti-virus software via the ePO central administration server. Installation and support of VMWare running on a Dell/EMC SAN environment.  Designing backup and recovery/disaster recovery solutions around Veritas Backup Exec along with managing correct daily operation, remote site transfer, telephony for the UK sites and assisting project teams with customer solutions.  Active Directory design and setting group and local policies. Support and installation of Office 2003 and 2007. Application deployment via Active Directory. Support and configuration of Juniper NetScreen and WatchGuard Firebox/SOHO firewalls. Setup and support of Dell server and workstation solutions. Support of Avaya IP Office analogue, digital and IP phone system over multiple locations. Setup and support of Nokia mobile telephones and Blackberry 83120 devices. Setup and administration of BES back end server. Daily monitoring of servers and network looking for ways of improving service and identifying possible issues before they arise.  Design and implementation of Windows 2003 domain structure, incorporating Exchange, ISA, SQL, SMS/SCCM, MOM/SCOM for the company infrastructure and project teams. Design of master/standby resilient solutions. Network layout and firewall/security design incorporating satellite offices and remote users. As part of the design process define ongoing support processes and backup/recovery solutions allowing for autonomous operation and minimal downtime. Implementation of monthly reviews to go over system monitoring data, looking for ways to improve on existing structure from both a support and end user perspective. Travel to global sites to assist with/manage system design and rollout when deadlines are missed. Training of end users in system administration and troubleshoot issues/act as an escalation point for the project team.  **E.D.I.T** Heywood  November 2003 – December 2003  Installation Consultant  E.D.I.T provides I.T. support and services to primary schools in and around the Rochdale area. I was employed by E.D.I.T to help deploy a new domain infrastructure, allowing the schools broadband internet and email access and the opportunity to utilise other facilities in the future. This consisted of installing and configuring a Windows 2003 Server and re-configuring the existing clients (Win9x, Win2K and WinXP) to connect to the new server and the new global domain.  Duties involved installation and support of networked and shared printers, research and resolution of unforeseen issues, roll-out of Symantec anti-virus software, installation of espresso cache servers, CD servers and client software and application servers. I was also heavily involved in the reconfiguration of desktop environments for multiple user groups, Active Directory design and setting group and local policies.  Other duties involved support of the existing servers and clients within schools which had not been upgraded; by both on site and remote methods and multiple client roll-outs for schools who have had new I.T. suites implemented.  **Traffic Support Limited** Warrington  September 2002 – September 2003  Support Engineer  Traffic Support Limited provides mobile and back office applications which control the enforcement of on and off street parking. I was employed by Traffic Support Limited to develop, manage and support the existing internal infrastructure and bring in new technologies. This also extended to a large client base consisting of various local authorities in the UK and overseas. Duties involved installation and support of DAP, Casio and Handheld Products mobile technology and embedded Visual Basic applications. Management of Windows 2000 servers and environments (both domain and workgroup, including Active Directory) and installation and support of Microsoft SQL server 2000. Support and **roll-out** of **Windows XP** and 2000 clients. Setup and configuration of network equipment, protocols and environments including fixed **IP ranges and DCHP servers**. Administration of **Windows XP** client based networks. Running of SQL scripts to update fields within the database, manipulation of database tables and values by visual front end applications and directly through SQL Enterprise Manager and the installation and debugging of new back office applications. I also provided day to day support of server and desktop applications and hardware and network equipment.  I was also fortunate enough to work on various new mobile solutions including GPS, GPRS and mobile VPN modules. This would enable the handheld device to issue a parking ticket and enable the back office staff to process that ticket immediately without having to wait for the information to be downloaded onto the database. The benefit of this is the customer can they pay the ticket straight away. This had been found to increase the number of tickets paid on time.  Other duties included infrastructure design and implementation, procedures for upgrade roll outs, on and off site backup and recovery procedures, creation of documentation for both internal and client processes, management of change request models, general office and helpdesk duties and the implementation of helpdesk and support procedures.  **Branton Edwards Solicitors** Manchester  April 2002 – July 2002  IT Manager  I was employed by the firm to design, develop, manage and support the existing network infrastructure and bring in new projects, both on time and under budget wherever possible. The largest of these being the implementation of a new Practice Management System, rollout of a stable and secure Windows 2000 desktop environment migrating from Windows 98 and the introduction of a helpdesk solution with targets and SLA’s. Future scope was then added with a project which would see the practice migrate to a **Windows XP** environment once the technology had been proved. These projects increased employee work capacity and data security and reduced downtime. Other projects included the introduction of networked multifunctional copy, fax and scan devices with a view to moving the practice towards a paperless office, secure VPN connectivity, the provision of stable and efficient e-mail and internet services and the introduction of an Intranet and Knowledge Management system. Other responsibilities included supporting the practice existing telephone network and call logging system, network security and facilitation and support of anti virus and backup products. All of these projects involved working within set budgets and timescales and managing various small teams within other departments.  **Computer Risk Management Ltd** Manchester  December 2001 – April 2002  IT Engineer  The primary function of this role was to provide comprehensive support to both a wide customer base and also the company’s team of support engineers. This involved fault analysis and resolution, application and operating system configuration and support, providing users with various solutions to varied problems and using remote access facilities to provide customers with both proactive and reactive support facilities. Along side this helpdesk role I also provided onsite support from time to time when the business workload dictated. Other duties entailed supporting the in house network infrastructure, using the in house workshop to resolve hardware and software issues which could not be resolved on site and preparing server and client PC’s for installation.  **AlexanderHarris Solicitors** Altrincham  July 2001 – December 2001  IT Specialist  The primary function of this role was to provide second line desktop and server side support to all users over three separate sites throughout the country. This involved fault analysis and resolution of internet issues, application and operating system configuration and support and providing users with solutions to varied problems. I was an integral part of the helpdesk, which I also helped implement. Along side the helpdesk role I was jointly working with the I.T manager on various large-scale projects. The most significant being the implementation of a new Windows/Exchange 2000 infrastructure that would connect the businesses two other remote sites via a WAN. This also involved migrating both user and email accounts to fall in line with Active Directory, creation of **domains and IP ranges** and **roll-out** of Windows 2000 clients. Other duties entailed supporting the existing Novell network infrastructure and case management system. Travelling to the other sites to resolve ongoing issues and implement stages of the new infrastructure was also an integral part of this role.  **Telewest Communications PLC** Liverpool  June 2000 – July 2001  HSI Technical Advisor  The primary function of this role was to provide first line telephone support to both dial-up and broadband internet users. This involved fault analysis and resolution of internet connection issues, application and operating system configuration and support and providing customers with various I.T information as and when requested. Within three months I progressed to second line support. This role entailed the resolution of faults escalated from first line, managers and onsite installation technicians. Within this role information and advice on setting up, configuring and troubleshooting networks using the cable modem service was also provided to both residential and business customers. One month later I was one of the founding members of the Technical Quality Management/Monitoring department. This department is responsible for quality control and monitoring of both first and second line analysts. Duties involved ensuring that the support provided was appropriate to the fault reported, dealing with local franchises and customers and escalating faults and complaints.  **Business Net Solutions** St Helens  November 1999 – February 2000  Computer Technician  Duties included maintenance and administration of all on site I. T systems, including e-mail and internet services. These were provided by a Microsoft Small Business Server. Daily duties involved server and user management, backup and support. Undertaking I. T services for small businesses within the Merseyside area and also the local chamber of commerce. These included setup and administration of server and workstation products, e-mail and internet facilities, applications and hardware support. Other duties included advising clients of the latest I. T solutions, products and security measures.  **Bolton Institute of Higher Education** Bolton  March 1999 – November 1999  Computer and IT Systems Technician  Duties included, advising the Associate Dean on I. T system requirements and operation. The installations, service, upgrade and repair of I. T equipment and software. Networking of PC’s and installation of networking components. Ordering of I. T equipment and software by obtaining quotes, tenders and preparing orders. The provision of advice to staff and students on the use of I. T equipment and software. Maintenance of the fixed asset registers. Maintenance of the faculty web site when necessary and also co-ordination of health and safety issues. Other duties involved the running of small, localised networks that were used to deliver specialised courses such as web and graphic design.  **Severn Trent Laboratories (formerly ITS)** St Helens  June 1996 – February 1999  IT Support/LaboratoryTechnician  Daily duties included, assisting the I. T department with hardware problems such as printer, monitor and network errors and also with the installation and configuration of new hardware and software. Other duties included working to accredited standards for soil, water and leachate extraction for organic, inorganic and metals analysis. HPLC extraction, analysis and method development. Assisting other departments with analysis/administration work when necessary. Working to strict deadlines and ensuring that all quality requirements were met. Supervision and instruction of junior staff members in extraction and analysis techniques. |
| Specialised Training | * Microsoft Windows 95/98, NT 4.0, Windows 2000, (both server and workstation), Windows XP, Windows Vista, Microsoft Terminal Server and RAS setup, configuration and administration * Microsoft Office 97/2000/2003/2007 and Office XP setup, configuration and support  1. Setup, configuration and support of Pegasus Mail, Netscape communicator, Microsoft Outlook and Microsoft Internet Explorer 2. Microsoft Exchange (both client and server) setup, configuration and administration 3. Microsoft Back Office Small Business Server setup, configuration and administration 4. Support and configuration of Compaq Deskpro client and server units 5. Installation, configuration and support of Citrix Metaframe with NFuse 6. Installation and configuration of routers, switches and patch panels 7. Installation and support of ISDN, ADSL and SDSL connectivity 8. Setup and configuration of Compaq Proliant server products and solutions, encompassing both hardware and software. 9. Setup, support and installation of Novell NetWare network infrastructures covering both client and server. 10. Support and implementation of Meridian, Index, Avaya IP Office, StarTalk and Oak telephony systems 11. Support and implementation of HP print servers and printers 12. Knowledge of specialised IT practices, including Law Society rules and regulations governing IT within the legal profession 13. Support and implementation of Sophos and Norton anti-virus products 14. Support and implementation of Vertias Backup Exec and ArcServe data backup solutions 15. Design, support and implementation of helpdesk and audit solutions 16. Microsoft SQL Server 2000/2005 setup, administration and support. 17. Active Directory support and implementation from single domain to Enterprise model 18. Implementation of fixed IP ranges and DHCP servers 19. Support and configuration of NetScreen and WatchGuard firewalls 20. Knowledge of MPLS and leased line solutions 21. Small and large scale roll-out experience |
| External Professional Training | **Sostenuto Administrator**  Sunrise – Chessington – 7th June 2007  **Sostenuto User**  Sunrise – Chessington – 5th and 6th June 2007  **Foundation Certificate in IT Service Management** (**ITIL**) iseb – Manchester – 16th March 2007  **Authoring on the World Wide Web** Netskills – Oxford – 15th June 1999  **Risk Assessment, Principles and Practice** EEF – Bolton – 17th/18thth May 1999  **Installing and Configuring Windows NT 4.0 Workstation** Comtek – Manchester – 09th April 1999 |
| Skill Profile | 1. The ability to work to and set own strict deadlines without compromising standards. 2. Excellent organisational and management skills. 3. Whilst confident in working alone, also an effective team player. 4. Excellent communication skills and an excellent eye for detail. 5. Excellent written and oral presentation skills. 6. Adaptable and willing to take on new challenges. 7. Excellent customer facing skills, both internally and externally. 8. Does not see problems, only challenges. |
| Additional Information | I own my own transportation. |
| Interests | Computer entertainment, computer music technology, the internet, pubing and clubbing, eating out, science fiction, the cinema, sports, paintball, the environment, modern art and new technology. |
| Volunteer experience | During 1991 to 1994 I was involved as a leader/helper for a local troop of scouts and cub scouts. During this time I was required to plan weeklong and weekend camping trips incorporating excursions and activities. Other duties entailed helping to set up camping equipment and activities, plan weekly meetings, basic first aid and supervision. |