**Peter R Harper**

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**Personal Profile**

Sys Ops engineer for 10 years with great personal skills and a keen interest in the latest technologies in circulation. Always looking for new aspects to learn to further help me become proficient in my field. Solid understanding and implementation of infrastructure technologies used, dealing with Active directory, deployment utilities used to deliver SAAS products also day to day operations that come with them.

**Key Skills:**

* Excellent IT skills, such as the use and installation of major Microsoft Operating systems, from Server 2012, Windows 10, CentOS Linux and the latest Microsoft Server iterations.
* Networks and Network Management, from configuring routers and switches, right through to breaking down a single IP address into a full range of IP addresses with use of Subnetting. Router/Switch Configuration.
* Strong experience in Server administration and problem solving, being able to investigate and resolve issues with IIS, Microsoft Exchange, MSSQL, Hyper-V and Cloud related technologies expanding in to deployment software such as Octopus deploy, GoCD.
* Solid understanding of DSL technology and BT Wholesale systems, 21cn, SNR margin, interleaving sync rate and DSL related faults.
* Communications Technology, Server management and group policy management
* Appreciation of ITIL V3 and its structure and how it relates to businesses and following PCI compliancy.
* Experienced in customer services which has taught me how to deal with different types of people and to cope with stressful, high-demanding targets.
* ICT literate with experience using Microsoft Word, Excel, Outlook and Power Point .
* Good communicational, be it written or verbal.
* Very fast and accurate keyboard ability.

**Education & Qualifications**

**2009 – 2012 The Manchester College**

FdSc: Computer Systems Support

**2007 – 2009 Ticketmaster UK LTD**

NVQ: Customer Service (Level 2)

**2003 – 2005 Tameside College**

GNVQ: ICT Foundation

GNVQ: ICT Intermediate

**1995 – 2000 Hyde Technology School**

GCSE: English (C), English Literature (C), Math’s (D), Science (C)

**Employment History**

**Nov 2018 – Present 3rd Line Support Engineer Bluespot Computers Ltd.**

**Job Brief:**

This is my current employment where I am employed as the 3rd Line support engineer within an IT support business offering assistance to medium to large business within the local area. Since working here I have become proficient with Microsoft’s Office 365 platform and migrating customers from their current in house Exchange servers to their cloud based platform.

* Managing Ticket queue and working through escalated 3rd line tickets.
* Documenting Client details and building infrastructure diagrams for each customer to aid 1st/2nd Line engineers.
* Troubleshooting networking issues including configuration issues, diagnosing problems with site to site VPN set ups working with Cisco/Netgear/Draytek Routers and switches.
* Visiting On site to look in to on-going issues.
* Monitoring server reports to ensure they are functioning correctly.
* Migrating Servers over to Server 2016 from Previous versions such as SBS2011 and Server 2012.
* Restore of data on Servers/Desktop PC’s due to data corruption or disaster recovery.
* Setting up Office 365 for Customers/Migrating them over from their previous mail provider.
* Microsoft Exchange management and Active Directory.

**Oct 2017 – Nov 2018 Operations Specialist Allocate Software.**

**Job Brief:**

Allocate software are a large software company based around the United Kingdom, providing the NHS and government contracts with their rota software which is in the process of becoming a full Cloud based product. This role has given me insight in to the DevOps roles, using technologies such as Prometheus for Server and Application monitoring, software life cycles and using the tools such as Splunk, GoCD, Octopus and AWS combined with Chef and Puppet to aid with software deployment.

* Deploying SaaS built systems for trusts and helping build the deployment system to further improve deployment process.
* Handling the infrastructure of the department, scaling up servers and automating build process of VM’s within AWS
* Dealing with 3rd Line Escalations and ticket requests using Zen Desk, internal and external requests to the team.
* Providing on-call services outside of business hours, dealing with down services and providing support to bring them back online.
* Project work to further help improve the company, building systems using Packer and Chef to automate build process and reduce work required to spin up VM’s.
* Building PowerShell based scripts to manage tasks being completed within the servers and help maintain them.
* Diagnostics and Quality assurance of SaaS products have completed upgrades on the applications, ensuring everything is working correctly once work has been completed.
* SQL Management using SSMS, dealing with SQL 2012 and SQL 2016 in High Availability clusters, completing actions against the databases across the estate using MultiScript.
* Submitting change requests for work required within the infrastructure to resolve on going issues.

**Oct 2014 – October 2017 Windows Server Engineer UKFast Ltd.**

**Job Brief**

UKFast LTD are a hosting based company based in the Manchester city centre where I was employed a Windows Server engineer, dealing with tickets from customers dealing with a wide range of issues, fault finding issues within their Microsoft based infrastructure they hosted within the multiple Data Centres. Support remit covered multiple technologies such as Active Directory, DFS file replication, SQL instances, be it Standalone, Mirrored or Replicated.

* Answer calls with clients to log issues with clients and raise support requests, managed expectations and working to deadlines in a busy environment.
* Disaster recovery using backup solutions such as Bacula\DPM\Commvault to recover clients server after hardware failure or server being attacked.
* Offering Support and server administration in Active Directory\IIS\.NET Framework\DFS\RDS\Microsoft Exchange on Server OS’s ranging from 2008 R2 to 2012 using both GUI based interfaces and also PowerShell commands.
* Working with Cloud and Virtualization technologies such as VMWare to manage clients VPS’s and also private hardware nodes running Hyper-V using SAN level storage.
* Working shift patterns including weekends and shifts where the whole infrastructure would be managed including enterprise level clients, motioning servers and any down services, investigating issues and working through tickets.
* Helping clients manage SSL certificates, validating them and also installing them across multiple Operating Systems and load balancers using SSL offloading, installing them within Microsoft Exchange using Multi domain SSL’s.
* Assisting with SQL related issues in standalone configuration, Mirrored and Clustered configuration to help with configuration and performance optimization.
* Building and installing OS on servers within our Launch team, either single based servers or full solutions based on clients specific requirements, either physical or virtualized.

**Nov 2012 – October 2014 Technical Support Zen Internet**

**Job Brief**

Senior technical advisor helping business and home customers with their DSL/Leased line issues, being raised by either calls, tickets or Live Support, working through diagnostics with the customers to locate potential faults with their lines prior to a BT engineer site visit.

* Assisting with business and home users with broadband issues
* Dealing with faults raised by customers on internal systems and advising them of what steps will be taken next
* Dealing with BT Wholesale’s Diagnostics systems to diagnose and repair DSL faults on customer’s lines.
* Replying to emails raised by customers regarding issues and providing them information to fix their faults.
* DNS record updating and hosting assistance with cPanel and Helm accounts, helping customers diagnose email issues, website problems and logging in to the back end of the cPanel to complete migration on to alternative servers.
* Helping fault managers by completing any additional diagnostics on lines or contacting the customers back for updates.
* Talking customers through configuring POP3/IMAP email access on email clients, Outlook, Mac Mail, Thunderbird and any other email clients they may use.
* Talking customers through configuring their routers for Internet access if a factory reset had been carried out or a new router had been purchased.
* Diagnosing WLR3 and VoIP issues, providing information on diagnostics to continue service or progressing through as a fault.

**Mar 2011 – Jul 2012 IT Technician Your Local Computer Guy**

* Visiting customers’ homes to fault find problems with their PC’s and repair/upgrade damaged hardware
* System reconfigures and OS reloads – Windows XP/Vista/Windows 7
* Full system backups and data recovery solutions
* Server Operating system installation and management from Server 2003 – Server 2008 R2
* Managing company networks through Active Directory and Policy Management Tools
* Booking in customers jobs over the phone or through emails and prioritizing my work for the day
* Installing and configuring networks for small to medium sized business.
* Remote accessing systems on customers networks via RDP and other remote access software such as Log Me In and Teamviewer

**Feb 07 – July 09 Sales Advisors/Customer Service Agent Ticketmaster UK LTD**

* Booking customers in for concerts/theatre/sporting events and give information to the customer from the PCI booking system.
* Using a disposition tool for record details on the last taken call for analysis and Management information.
* Record detailed histories on the PCI booking system regarding any actions or updates made on a customers account.
* Give specific details regarding booking information, payment, address details and also runtimes, transport and venue locations.
* Attend training courses with line managers for new booking systems or updates being made.
* Work to specified rota and sign in and out of each shift.
* Taking specialist bookings for disabled access customers who would require specific dietary requirements and book them in with discounted rates.
* Assist in managing my team when my line manager went into meetings.
* Assisting my manager in calling back any unsatisfied customers who would need better assistance.
* Training new agents on how to use the internal tools and applications and help them to take their first calls.

**Aug 2003 – Feb 2006 Shop Floor Replenishment. Sainsbury’s PLC**

* Stock replenishment and ensuring shop floor was clean.
* Assisting customers to locate items they were looking for.
* Ensure my area was fully replenished and clean for the following day.

**Jul 01 – Sep 03 Junior Technician Vortex computers LTD**

* Building and repairing of PC's that had been purchased from the store.
* Upgrading and testing of customers PC's.
* Reloading and installing of operating systems in OEM mode ready for customers.
* Offering technical support over the phone to customer’s experience problems.
* Onsite repairs and upgrades.
* Onsite network installation, testing and fault finding.
* General over the counter sales to customers who are visited the shop.

**Interests & Activities**

I have a strong interest in the computers and the IT industry, from programming to the general hardware and software side. I also enjoy Music, from attending events and shows, to also playing guitar. Then I also like extreme sports, keeping fit and socialising with friends. Due to my interests in computers and technology I have learnt many areas of the IT industry which has also been backed up by my foundation degree and while I was working for Your Local Computer Guy.

**References available upon request**