# Matthew Smale

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Home Location: St Albans/Hertfordshire/North London

# Professional Summary

Network engineer with extensive experience in designing, implementing, managing and troubleshooting IT systems for companies of various sizes and sectors. Over 15 years' experience with full life cycle project experience. Excels in a challenging environment with the ability to think outside of the box.

# Competencies

* Routing hardware inc. Cisco, Juniper, Draytek, DD-WRT
* Switching inc. Cisco, HP, Juniper
* Firewall hardware inc. Checkpoint, Cisco, Juniper, Watchguard, Fortigate
* Routing protocols inc. RIP, OSPF, EIGRP, BGP
* LAN technologies inc. Spamnning Tree, Etherchannel, Port Security.
* WAN technologies inc. MPLS, VPN, DMZ, VoIP
* Enterprise Level Wireless inc. Cisco, Netgear, Junipir/Trapeze (dated)
* VOIP inc. Cisco, Avaya (dated), 8x8
* Active Directory inc. DNS, DHCP, Radius, WINS, Group Policy
* Windows Server/Desktop Operating System
* Scripting - DOS/Batch, Powershell (basic)
* PCI DSS
* HTML/CSS (basic)
* Project Management
* VMWare ESXI 6.7
* Citrix XenServer & XenApp 6.5
* Netscaler (dated)
* Antivirus inc. Mcafee, Sophos

# Professional Training

* CCENT – Pass (2017)
* CCNA – Pass (2018)
* VMware vSphere: Install, Configure, Manage V5.1
* Citrix XenApp 6.5 Administration
* Symantec NetBackup 7.5 for Windows: Administration
* Deploying Cisco ASA Firewall Features

# Employment History

### March 2014 – Present Chiltern Railways, Buckinghamshire

## Project Engineer/3rd Line Network Support/Project Manager - (Contract)

* Technical lead on complex projects throughout the organisation, along with design and implementation of several intricate network solutions including:
  + VMware and Netapp datacentre
  + LAN hardware upgrades.
  + WAN upgrade (multiple services providers merged into one MPLS)
  + Full IT rollout of 3 new train stations – ticketing systems, information systems, WAN/LAN, gates.
  + Ticketing system migrations and upgrades
  + Site transformation projects
* Solution design for all new hardware and software network access. E.g isolation of PCI and/or GDPR data etc…
* Provide network solutions to sister companies for implementation with escalated support on ad-hoc basis.
* Network support for all LAN/WAN elements within the organisation.
* Administration of Checkpoint and Juniper Firewalls. Supporting internal star topology rulebase, site 2 site VPNs and URL filtering.
* Managing service providers such as but not limited to; BT, CenturyLink, Claranet
* Project management of small departmental projects:
  + Upgrade of meeting room conferencing kit
* Design of PCI compliant networks for use at all retail sites. All traffic, that met PCI, required added security measures and segregation. This involved customised designs on each LAN to meet compliancy rules.
* Lead workshops to train support staff on systems I have implemented.
* Lead workshops to train users on how to use new hardware/software and to guide users with general use of IT systems.
* In-depth documentation of each solution implemented, and in-depth handovers provided where necessary.
* BAU 3rd and 4th line support whilst not working on projects. This included support of Citrix Xenserver, Xendesktop and Xenapp. Learning bespoke rail systems such as customer information devices, retail devices, to provide support to users and to assist third party companies to come to a resolution of faults.
* VMware administration along with server 2003 onwards support and troubleshooting.
* Third party and vendor management from a support perspective and project organization. This also involved meeting with third parties at site to oversee and assist with installation and fault resolution.

### Nov 2011 - March 2014; Noble Foods, Hertfordshire

## Infrastructure Engineer/Network Specialist

* Management of a team of 3 to support existing infrastructure, due to an ongoing service migration project. The team and I were providing BAU support across the entire estate.
* Part of a project team to relocate all our onsite services to a hosted datacentre. My key role in this project was to implement sufficient security measures on firewalls, routers and operating systems. I also expanded on config of ASA firewalls, Cisco Nexus switches, Vmware, Appsense and Netscalers.
* Project management of various projects that include:
  + Upgrade and expansion of the organisations WAN.
  + Data and service migrations/integrations for newly acquired businesses with 0 outside costs impacting the business.
  + LAN upgrade and expansion of offices, factories and transport depots
* Day to day duties involved maintaining 99.999% network availably throughout our WAN and site LANs.
* Responsible for all WLANs across the entire estate ranging from ad hoc WAPs and 3G boosters to fully blown WLC environments.
* Administration and troubleshooting of Cisco Call Manager Express.
* Responsible for network security throughout the business.
* Cross training of skills along with detailed documentation with other specialist members of the team to ensure operations conitued in absense.
* Took ownership of any monitoring software used by the business and implemented new software such as; Nimsoft, Plixer Scrutinizer and several devices/software that monitor the environment in production facilities.

### August 2007 – August 2011 School Business Services, Milton Keynes

## IT Services Manager (2 years)

* Temporarily assigned to a client site as their Senior Tech to manage a team to clear a backlog of 500+ outstanding calls. This initial task had been completed within 1 month of my arrival, resulting in a permanent position with the client as their IT Services Manager.
* Managed a team of 3 to ensure they delivered the best possible service whilst keeping a strong relationship with the client.
* Full project cycle of site wide hardware refresh Windows XP-7 and server 2003-2008R2
* Member of the IT steering group committee.

## IT Technician (2 Years)

* ICT Consultant (2 years)
* My daily duties would include checking server health, ensuring backups are running and tapes are being changed/stored correctly and working through problems that users have reported, between an array of educational organisations.
* Project Engineer/Manager on projects such as:
  + Complete design and implementation of new/rebuild of domains.
  + Exchange design and implementation
  + AV/Firewall configuration

### February 2007 – July 2007 Park View Academy, Tottenham

## Support Technician, 1st 2nd and 3rd line support

* Providing 1st and 2nd line helpdesk and triage
* Took on hardware rollout/refresh
* Managing AD group policies and software deployments

## References

Excellent references are available upon request.