Nick Oram

287 Chase Road,  
Burntwood,  
Staffs, WS7 0DZ

Mobile: 07563840562

E-Mail: nickoram@lucanops.net

### Availability: Immediate

## Skills

* Thorough understanding of Windows server operating systems and most major Linux distributions to kernel level, with the ability to recover in a disaster situation.
* Sound knowledge configuration, maintenance and use of virtual environments within an enterprise, whether VMWare or Microsoft Hyper-V.
* Ability to design, implement, migrate and manage the majority of network services on multiple platforms such as DNS, DHCP, Active Directory, Exchange (Cloud, on-Premises or Hybrid), Office 365, ADFS, Microsoft Intune and Web Servers.

# *Work Experience*

|  |  |
| --- | --- |
| **Senior Microsoft Administrator (Contract)** | **Timico Group** |
| 07/2019 – Current | Newark, England |

* Interim contract to integrate a new acquisition into the existing infrastructure, client builds and processes.
* Implemented Azure Intune co-management with SCCM for new standard builds across Timico Group, removing the manual tasks required for each build and reimage.
* Setup Active Directory auditing system to allow compliance for ISO27001 reporting, auditable Starters, Leavers and Movers process to ensure requirements are met and to allow role based access control within the AD domain.

|  |  |
| --- | --- |
| **Interim Infrastructure Engineer (Contract)** | **Mangar International** |
| 11/2018 – 05/2019 | Telford, England |

* Interim contract to recover IT operations and services after a major disaster, improve security and upgrade the core infrastructure.
* Migrated from multiple non-clustered Hyper-V servers to a HA VMware cluster with zero downtime for users. Implemented DFS for file services, QoS on WAN and VPN links, clustered DNS and DHCP services to provide site-based redundancy, performance improvements and to decommission older servers.
* Working with 3rd Parties a completely redesigned backup infrastructure was implemented. This utilized Veeam Backup & Replication with a full local backup, complete off-site replication to 3rd Party datacenter and key infrastructure and financial server backups replicated to a branch office.
* Managed Exchange mailbox migrations between on-premises and Office 365 as part of the cloud migration. Rebuilt from the ground up a hybrid SharePoint solution for intranet and team sites to utilize Flow and PowerApps which were previously utilizing InfoPath.

|  |  |
| --- | --- |
| **Interim Lead Infrastructure Engineer** | **Select Service Partner Group** |
| 04/2018 – 10/2018 | Birmingham, England |

* Interim contract to fill the role of Lead Infrastructure engineer in a busy and high paced Group IT dept, providing Infrastructure support to the UK, Nordic Area’s, Spain, France, Belgium and some Asia Pacific countries.
* Infrastructure Maintenance and support of multiple Hyper-V clusters, FortiGate firewalls, Large Citirix environment (4.5 to 7.5) and many bespoke applications.

|  |  |
| --- | --- |
| **Technical Solutions Architect (Projects)** | **Euro Car Parts Ltd** |
| 06/2017 – 04/2018 (Contract) | Tamworth, England |

* Overall oversight of the technical aspects for all Infrastructure projects.
* Designed, documented and implemented an Enterprise Class PKI Infrastructure.
* Multiple bespoke system migrations away from older EOL windows servers, providing support and design documents.
* Aligning with GDPR, SOX and PCI DSS compliance as part of the Global Security Initiative.
* Headed up the Technical Design Authority board.
* Utilised Microsoft Intune to on-board remote devices, publish applications via company portal and to configure security policies consistently across device types and platforms.

|  |  |
| --- | --- |
| **Infrastructure Engineer** | **Euro Car Parts Ltd** |
| 11/2016 – 06/2017 (Contract) | Tamworth, England |

* Documented missing procedures and infrastructure configurations due to staff loss
* Designed, Documented and Implemented a company wide Zscaler instance while migrating away from Bluecoat with minimal impact or downtime. These design documents were then utilized by the Italian, Dutch and Polish sister companies within the group.
* Implemented ADFS authentication for Zscaler (SAML) and Office 365 for user authentication in a HA configuration.
* Designed, documented and implemented Active Directory integration for the new ERP system based on Oracle Linux.
* Maintained, Administered and Produced reports from Kaseya and PRTG.
* Developed ServiceNow processes, scripts and modifications for various aspects of the framework.
* Headed up the Technical Design Authority board.

|  |  |
| --- | --- |
| **Technical Audit Engineer** | **Euro Car Parts Ltd** |
| 04/2016 – 10/2016 (Contract) | Tamworth, England |

* Provided Linux and Windows experience to enable the client to fulfil Sarbanes-Oxley (SOX) compliance. This was achieved within 3 months of the start date, providing the client with their 1st successful audit period for 3 years.
* Wrote Linux bash scripts packages to audit ecommerce and ERP systems based on SOX audit requirements
* Provided parts of a Starters and leavers process within PowerShell that integrated with Office 365

|  |  |
| --- | --- |
| **Senior Network Engineer** | **Icomm Technologies Ltd (Probrand Group)** |
| 04/2015 - 04/2016 | Birmingham, England |

* Providing technical services for the UK’s largest independent mail distributor, including Windows Server 2008, Microsoft SQL 2008/2012, Exchange 2010, SharePoint 2010, Cisco ASA firewalls, Cisco UCS, EMC SANs and Linux reverse proxies.
* Working as a Senior Network Engineer, providing Implementation and installation of enterprise hardware and software from bare bone build to completed installation as a single point for the client. Extensive VMware 5/6 installation, configuration and management, Exchange (2003 to 2013) migrations and upgrades.
* Completed numerous Active Directory projects for clients, including AD configuration and design for multiple Police Forces in the UK, providing detail design documentation, Statement of works and finally complete implementation.
* Implemented complete Office 365 solutions for numerous clients utilising ADFS, Pass-through or just cloud only authentication, including every component of the Office 365 portfolio using PowerShell and GUI based interfaces, with either a manual migration or a SkyKick enabled migration

|  |  |
| --- | --- |
| **Senior Technical Service Analyst** | **UKMail Group PLC** |
| 01/2012 - 04/2015 | Birmingham, England |

* Providing technical services for the UK’s largest independent mail distributor, including Windows Server 2008, Microsoft SQL 2008/2012, Exchange 2010, SharePoint 2010, Cisco ASA firewalls, Cisco UCS, EMC SANs and Linux reverse proxies.
* Completed a VMware infrastructure migration from HP Blades to a Cisco UCS Blade System utilizing UCS Director (initially using UCS Manager) to provision new physical pods for ESX servers & Database servers via profiles, including connectivity to EMC VNX 5200 via VNX Unified Storage. Disaster Recovery configuration via VNX Mirror View replicating to the cold DR site for reduced RPO and RTO.
* Provided Self-Service provisioning of VMware Virtual Servers for the development team using UCS Director, enabling clean image platforms for testing of new website environments thus improving defined standard release procedures for the website environments including updates, testing and releases.
* System administration of complete VMware ESX and vCenter estate, Centos Linux platform, and daily management on CRM IT tickets and vulnerability scanning processes.
* Implemented a Centreon (Nagios) based monitoring system, to provide email and SMS alerting for critical systems and website availability.
* Deputising for Technical Services Manager when not available, to manage the Technical Services team of 6.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3rd Line Support Analyst** | | | | **Tek Response Ltd** |
| 04/2011-12/2011 | | | | Birmingham, England |
| **Interim IT & Systems Manager** | | | | **Olsen Engineering UK Ltd** |
| 08/2010 – 04/2011 | | | | Caersws, Powys |
| **Build & Systems Maintenance** | | | | **Jaguar LandRover Ltd** |
| 08/2009 – 07/2010 (Contract) | | | | Solihull, Birmingham |
| **Continuity & Recovery Specialist** | | | | **NDR / ICM Business Continuity** |
| 07/2007 - 06/2009 | | | | Birmingham & UK Wide |
| **Network Systems Analyst** | | | **Compass Group UK & Ireland Ltd** | |
| 11/2005 - 07/2007 | | | Birmingham & UK Wide | |
| **Messaging Administrator** | **Compass Group UK & Ireland Ltd** | | | |
| 04/2003 - 11/2005 | Birmingham & UK Wide | | | |
| **2nd Line Technical Support:** | |  | | |
| **Compass Group** | | 10/2002 - 04/2003 | | |
| **Atos Origin** | | 02/2000 - 09/2002 | | |
| **Cap Gemini** | | 04/1999 – 02/2000 | | |

# Education

|  |  |
| --- | --- |
| **Computer Studies** | **Cannock Technical College** |
| 4/1996 | Cannock |

* BTeC National Diploma in Computer Studies. Course included Pascal, C++, Database programming, Business studies and General Network/system Administration

# References

|  |  |  |
| --- | --- | --- |
| **Available on Request** |  |  |

# Technical Knowledge Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Systems** | |  |  |
| * Windows 2000/XP Pro/Vista/7 & 10 * Windows 2000-2019 Server * Windows NT 4 Server * Mac OS X | * Ubuntu (upto 18.04) * SuSE Linux Enterprise Server * Redhat Enterprise Linux * Gentoo * Centos * VMWare ESX & vSphere * Microsoft Hyper-V | | |
| **Network Services (administration)** | |  |  |
| * Active Directory * Exchange 2003-/2019 * IIS 5-10 * MSSQL 2005-2017 * Symantec Backup Exec * Veeam * Double-Take * Acronis True Image * BrightStor Arcserv * NetVault * Windows Mobile Devices * Microsoft Intune | * Samba * OpenExchange (SLOX / OX5) * Apache / Apache2 * MySQL / MariaDB * Quality Of Service (QOS) * Iptables & ipchains * Tivoli Storage Manager * Nagios System Monitoring * PRTG * SSL Certificates * Azure | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Network Appliances/Hardware** | |  |  |
| * Cisco Blades * Fortinet fortigate * WatchGuard * NetApp * HP Procurve Switchs * IBM xSeries Servers * Cisco Catalyst/ASA/Nexus | * IBM Fibre Array Storage Tech. (FAStT) * HP StorageWorks EVA (SAN) * Checkpoint Appliances * EMC Clariion/VNX * HP Proliant Series Servers * Dell PowerEdge * HP Tape Libraries (SCSI and Fibre) | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Scripting and Design** | |  | |  |
| * ASP (also .net) * Windows Scripting Host * Windows Batch Script * Visual Basic 6 & .Net * MSSQL * PowerShell | * PHP * C++ (basic understanding) * MySQL * Bash * PERL (basic understanding) * PowerApps & Flow | |  | |