**Christopher Wells**

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**Identity and Access Management | System Administration | Team Leadership | Project Management**

I am a Microsoft, Amazon Web Services, Prince2 and ITIL qualified Information Technology professional with a broad set of skills applicable across different roles. Over the last 13 years I have supported and liaised with colleagues all over the world in fast paced, high-pressure, Agile environments. My advanced knowledge of Microsoft technologies with a deep understanding of ITIL and project management methodologies has enabled me to have an outstanding record of delivering results above and beyond expectations. I have a passion for providing first class customer service, this is backed up by multiple recognition awards. I have exceptional leadership and interpersonal skills and a proven ability to lead team members within the IT industry. In my early career I also managed a large team in the retail sector. I am highly skilled in solving complex issues for clients and stakeholders, whilst also being well-versed in Change, Problem and Incident management methodologies.

**CORE COMPETENCIES AND ACHIEVEMENTS**

* **Systems Administration and Technical Skills –** I have advanced understanding of Microsoft Windows Server\Desktop administration, Active Directory, Identity and Access Management, Privileged Access Management, Clustering, Distributed File Systems, Network Administration (DNS, DHCP), PowerShell and Office Suite. With a further understanding of Storage and Backup Solutions (SAN, NAS, Tivoli Storage Manager and Legato), Citrix Environments, VMware, Symantec Security Products and Amazon Web Services Administration and Architecture.
* **Excellent Understanding of ITIL –** Thisincludes Change, Release, Asset, Incident, Problem and Event management procedures and is enhanced by 13 years of experience in a highly regulated ITIL environment.
* **Proven Success in Delivering Results** –

In my most recent role I lead two business analysts to secure and migrate multiple terabytes of data for a global FTSE100 financial organisation. In this role I demonstrated various project management skills including highlight reports, project planning, resource management, risk and issue management and stakeholder management. From a technical perspective I implemented and administered the following Microsoft technologies Windows Server 2003/2008/2012/2016, Windows Active Directory, Distributed File Systems (DFS) and PowerShell as well as being the SME with regards to any incidents\issues reported. As a result of completing this project significant improvements were made to their Identity and Access Management policies and procedures.

I sourced and negotiated with a third-party IT disposal company to clear and securely dispose of over 800 servers, tape libraries, racks, monitors and other hardware from eight data centres throughout Europe.

I acted as technical lead on an estate wide IT Infrastructure Powerdown for Barclaycard involving over 100 critical servers, this was achieved with zero impact to the business.

I have delivered a new Symantec Anti-Virus solution which was deployed to 8500+ desktops and servers globally. This ensured all legacy products\versions were replaced resulting in improved security throughout all devices.

* **Keen Attention to Detail** – I have an accurate and analytical mind and am always reliable and diligent in my work. I have a proven track record of completing projects and tasks within budget and on schedule. I can handle any ongoing challenges presented to me.
* **Multiple Recognition Awards –** Ten Barclays recognition awards between 2014 and 2019.

**PROFESSIONAL EXPERIENCE**

**Solutions Engineer – Information Security (Contract) Oct 2014 – Aug 2019 Barclays Bank PLC, Northampton**

I performed the role of Solutions Engineer on the Barclays Global data migration programme. This involved fully managing the lifecycle of data management across the banks shared data globally. In this role I have enhanced integrity and security of data and access, making significant improvements to the bank’s Identity and Access Management policies and procedures, which in turn has improved the Information Security Management System for handling data in the future.

I have improved data consistency across systems, processes, and the organisation as a whole. This has helped to increase awareness of how important data consistency now is to the business. To do this, I led two business analysts in migrating the banks’ shared data and applications onto a strategically supported infrastructure.

**Technical Project Engineer – Data Centre Migration Oct 2012 – Oct 2014 Barclaycard, Northampton**

I collaborated with senior stakeholders and project managers to deliver migrations of applications, data, and infrastructure as centrally managed solutions: this included critical applications, Microsoft servers and non-Microsoft servers. This was completed as part of a bank-wide data centre consolidation programme. I was also fully responsible for the management of hardware installations and decommissions across eight Barclaycard sites throughout Europe.

**3rd Line Infrastructure Engineer\Help Desk Consultant Feb 2012 – Oct 2012**

**Central North West London NHS Foundation Trust**

I successfully maintained the server estate, including backup infrastructure, while working in a team of four. I delivered IT assistance at both HQ and NHS sites across Central and North West London. I improved the reliability and efficiency of automated backup to tape solutions across physical and virtual environments to enable timely restores for users and, in the event of disaster recovery.

I consulted on and improved help desk procedures in order to increase the quality of customer support provided to users throughout the trust.

**3rd Line Infrastructure Support Engineer July 2007- Feb 2012 Barclaycard, Northampton**

I maintained a Windows server infrastructure consisting of 800+ servers across eight Barclaycard sites. This included providing 24 hour on-call support.

**2nd Line Desktop Support Engineer July 2006 – July 2007 Barclays Bank Plc, Barclaycard, Northampton**

I worked as a desktop support engineer supporting over 5000 users across eight Barclaycard sites, providing 1st and 2nd line Software and Break/Fix support.

**EARLIER WORKING EXPERIENCE:**

Field Support Technician, Action for Children – Cambridge **April 2005 – July 2006**

Wyevale Garden Centres, Retail Manager – Northampton and Milton Keynes. **1995 to 2005**

**EDUCATION AND CERTIFICATION**

Amazon Web Services - Certified Solutions Architect Associate

Amazon Web Services - Certified Cloud Practitioner

Prince2 Foundation Certification

ITIL v3 Foundation Certificate in IT Service Management

Microsoft Certified Solutions Associate Windows Server 2012/2008

Microsoft Windows Systems Engineer Server 2003

MCDST – Microsoft Desktop Support technician

Symantec Certified Specialist

CompTIA A+ Certification - OS Technologies | CompTIA A+ Certification - Core hardware

BTEC Advanced Award in Leadership

BTEC GNVQ Intermediate in Business | Cedars Community College, Leighton Buzzard

GCSE – Grades C – E | Cedars Upper School, Leighton Buzzard