**Tim Wood**

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**PROFILE**

* In excess of ten years’ experience in application support roles in financial, professional and Telco services
* Solid experience of software deployments in **Production** and non-production environments.
* Incident Management and Change Control in heavily-regulated business environment
* Good working history of automating tasks/processes using tools such as **shell scripting**, **Perl** and **Python**

**TECHNICAL SKILL SET**

|  |  |  |  |
| --- | --- | --- | --- |
| **UNIX/ Storage** | Red Hat Enterprise  Apache  Tomcat | **Shell Scripting**  Solaris 5-10  HP9000 | **Perl (some)**  **Python (some)** |
| **Database** | **Oracle SQL**  **TOAD**  SQL Server Management Studio 2012 | Oracle SQL Developer  XML | JavaScript (some) |
| **Windows** | Server 2008  Server 2012  Server 2016 | Active Directory | **Microsoft Dynamics** |
| **Applications** | **CSG Singleview (v8**)  Intermediate v6.0  **AWS** | Peoplesoft CRM 9.1  SoapUi  **FIX** | **JBoss**  Tango  ServiceNow |

**CAREER HISTORY**

**Inmarsat – Old Street – Applications System Analyst. August 2016 – February 2019**

**Responsibilities**

* Application support for bespoke Telco billing system (**Singleview, Intermediate)**
* Debugging scripts to understand root cause be it data, configuration or application software related.
* Deployment of software releases and hotfixes and subsequent testing (**SingleView, Intermediate**)
* Liaise with system developers and 3rd party suppliers for software defect resolutions (**MS Dynamics)**
* Automated some business processes using tools such as **shell scripting**, Perl and Python. Extensive hands on experience with **Oracle SQL**, SOAP and **Red Hat Enterprise Linux.**
* Servicing commercial subscribers from activation through to billing of Inmarsat’s Billing products (**Singleview**)
* Configuring and supporting periodic bill run cycles for **real-time** and **pre-paid** environments

**News UK, London Bridge – Production Operations Specialist. October 2015 – January 2016**

**Responsibilities:**

* To provide on-site support for publishing, digital content and online critical applications (**Methode, CHP**).
* Provide analysis and specialist technical application skills to aid the maintenance, support and development of Production Operations (**Times, Sunday Times, The Sun online/digital editions**).
* Working within the existing Technology structure ensuring that publishing issues are dealt with in an efficient and expedient manner (**Escenic, AWS and CHP**).
* Shift-rota position to support newsprint, online and digital production hours on a 24/7, 365 basis.

**International Financial Data Services, Brentwood – IT Change Specialist Dec 2014 - July 2015 Responsibilities:**

* Application support for assigned defects on **web services** architecture within OLA timeframes.
* Incident Management of loss/degradation of services in strict compliance with ITIL practices.
* Deployment of software upgrades and configuration changes under strict Change Management (MKS)
* Responsible for building non- production environments in preparation for the system testing and User Acceptance Testing of bespoke, site-specific products (AWD, Bluedoor , Fast, Figaro, ADR).Network troubleshooting utilizing **Splunk**, IOS commands and OSI model as reference.
* Acceptance testing of in-house web-based applications. Testing via **SoapUI tool.**

**Nomura, London – Application Support – May 2012 – December 2014 - Responsibilities:**

* Application Support of **critical in-house, real-time software products** **(FIX)** deployed in a trading environment.
* Network troubleshooting utilizing **Splunk, IOS** commands and OSI model as reference.
* Change Management within ITSM in response to system upgrades/modifications. (**ServiceNow**)
* Incident Management of loss/degradation of services within critical SLAs in compliance with ITIL practices
* E-Commerce – support for in-house company webpages/intranet (**Tibco**)
* Provision of 2nd line support on Network devices such as Cisco routers, switches and Network cards

**Contract Shift Engineer – Gatwick/Crawley – August 2011– February 2012**

I worked on a number of short term contracts with Computacenter and ARINC using airport technologies.

**Man Investments, London – Senior Operations Analyst – Sept 2010 – Jun 2011 – Responsibilities**

* Change implementation and management using **SQL Server (2005,2008**), Toad, and SQL\*Plus
* Server administration and configuration application software on both Linux and Wintel platforms
* Data Centre management awareness and access control including major Incident handling and escalation.

**Travelers Insurance, Redhill, Operations Consultant - January 2010 – July 2010, Responsibilities**

* Configuring Monitoring Tools (Tivoli **ITM, Netcool**) to capture system alerts in a 24/7 environment
* Monitoring overnight Batch Processing using **Tivoli Workload Scheduler (TWSd).**
* Troubleshooting and resolution hardware/software issues on Windows and UNIX platforms
* Hardware Replacement e.g. resulting from failed drives, or other hardware components on **IBM systems**
* Network patching and general house-keeping of hardware in a Data Centre environment.

**Clifford Chance LLP. Senior Operations Analyst, July 2007 – June 2009,**

* Managing software releases including patch management to maintain and improve system performance
* Troubleshooting hardware/software issues on Windows platforms via **HP Operations Manager** Controlling system security and user access rights on various file systems and in-house applications.
* Server administration on **HP9000** and **Sun Solaris** servers
* Scheduling backup and restore jobs via **Netbackup**: troubleshoot frequently failing back-ups.
* Hardware Replacement e.g. resulting from failed drives, or other hardware component.

**EDUCATION**

**1994 – 1997 BA (Hons) Linguistics and Literature,** University of Hertfordshire

**1993 – 1994 ‘A’ levels in English Literature and Psychology**

**INTERESTS**

I regularly play rugby for a local club. I also enjoy reading, cycling, walking and Natural History