# **Howard Crook**

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#### PROFILE:

Over 15 years of experience as a versatile IT Engineer with extensive knowledge gained in a wide range of operational environments, coupled with the constraints of time and resources. With a desire to learn new skills and an ability to work well under pressure equally on my own or as part of a team

#### KEY SKILLS:

* A strong, customer-focus
* Business continuity planning and disaster recovery.
* Expertise in planning, delivering, and improving service to clients
* Excellent knowledge of Microsoft Windows to Server 2016.
* Strong troubleshooting skills required to achieve results in a fast-paced support environment.
* Management, backup and migration of virtual machines (mainly VMware, Veeam)
* Proficient in working to ITIL standards.
* Security incident reporting and change management processes.
* Identity and access management (RBAC/ACL).
* MS Active Directory Administration and Configuration (DHCP, DNS, GP, etc).
* MS Exchange 2003-2010 (mailbox management, transport rules, access control).

#### ACHIEVEMENTS:

* Setup of WAN network to facilitate secure card production between remote sites.
* Project managed the installation of network infrastructure in a number of high-security sites nationwide for HM Government.
* Planning, installation & maintenance (inc. backup/restore solutions) of a Reserve Facility as part of a Disaster Recovery plan for a high profile contract.
* Ran climate monitoring project for multiple comms rooms across site at 3M Chadderton (& 3rd party sites) from inception to completion.
* Trialled and implemented Solarwinds with NPM, SAM, NCM and NTA modules for monitoring and alerting for large NHS site.
* Migration of a number of sites including servers, users, workstations and data from legacy domain to centralised forest.

##### TRAINING (qualifications expired)

* Foundation Certificate in IT Service Management (ITIL).
* HP SAN EVA Configuration & Administration.
* Stonegate Firewall Engineer (SGFE) and Architect (SGFA).
* Writing Queries Using MS SQL Server 2008 – Transact-SQL (M2778).

#### CAREER HISTORY:

**Windows 10 Deployment Team Leader – Manchester University NHS Foundation Trust – May-August 2019**

* Managed the daily workload of a team or deployment engineers.
* Liaised with project manager to best facilitate deployment strategy.
* Worked with ADUC to add/remove domain devices and DHCP to remove devices from full scopes.
* Acted to resolve any post-migration issues reported by users.

**Data Centre Engineer, Senior STP Migration Engineer, IT Project Engineer – GM Shared Services (NHS) – March 2015–March 2019**

* Administration/support/migration of VMWare vSphere server environments (v6.5) and physical server on Windows platforms up to Server 2016.
* Administration/support of Dell Compellent Storage Centre and Equalogic SAN.
* Config & management of secure print servers (inc. Safecom, PaperCut).
* Configuration and administration of AD services (U&C, GP, DNS, DHCP, etc)
* Configuring policies to secure desktop environments and using access-based enumeration to secure/restrict visibility of personally identifiable information.
* Liaising with 3rd parties & onsite customers to resolve issues.
* Migration of legacy sites hardware, data and accounts (using Quest Migration Manager) after extensive UAT.
* Patch management.
* Endpoint encryption configuration and management.
* Asset management.
* Clinical software migration to cloud-based solution including network bandwidth testing and analysis.

**VDI Rollout Engineer – Pennine Acute Hospitals NHS Trust – March 2015**

* Performing thin client VMWare View Horizon builds.
* Rolling out laptops and Wyse terminals with said thin clients.

**Data Centre Migration Engineer – NWCSU – Feb 2014 - Dec 2014**

* Auditing of servers and their interactions with the LAN/WAN as part of a Data Centre Migration Project.
* Documenting the dependencies between those servers detailing how protocols, services, databases, etc all relate to their hosted applications.
* Interrogating Citrix XenServer, Metaframe, NetApp & VMWare vSphere to obtain details of VDI environments and hosted VMs prior to migration.
* Analysing local & global web setup (inc. Sharepoint sites) prior to migration.
* Running of Migration Planning meetings.
* Training of other Data Centre Migration Engineers.

**2nd/3rd Line Engineer (contract) - Tameside NHS Trust – March 2013 - Feb 2014**

* Configuration, trial and implementation of Solarwinds (NPM, SAM, NCM, NTA) inc. writing of user guide for colleagues.
* Configuration and trial of Microsoft SCOM 2012.
* 2nd/3rd line support of Trust network, server and application estate.
* Exchange 2007-2010 administration and configuration.
* McAfee EPO Administration.
* Lead Engineer for Windows 7 rollout project configuring WDS to deploy W7 OS.
* Deployment with Wyse thin clients and terminals.
* Documentation of system architecture including comms rooms and cabinets.
* Cisco IP phone system administration.

**Network Support Engineer (temp) – Venture Photography – Oct 2012 - Nov 2012**

* Configuration and maintenance of physical and virtual backups (Veeam 5.0).
* Maintenance of physical and virtual servers (vSphere 5.0).
* Configuration and support of desktops and printers.

#### IT Systems Engineer - 3M Security Systems Division - Jan 2003 - Jul 2012 (previously Security Printing and Systems Ltd)

* Planning, maintenance and administration of systems developed for high security printing and card manufacturing environments.
* Development of IT infrastructure to provide solutions for UK and International contracts with strong focus on security of data.
* Provided 2nd and 3rd line support to internal and external customers as well as providing training to customer IT staff.
* Maintenance and management of VOIP and POTS telephone systems.
* Documentation of SOPs, network diagrams and training manuals.
* Prioritisation of work orders in accordance with SLAs.
* Building and managing VMware in a large, secure multi-domain environment accessed via DMZ.
* Configuration, maintenance and support of HP SAN, servers & switches.
* Installation & administration of Exchange 2003 including migration from version 5.5.
* Creation of backup solutions using Symantec BackupExec (up to version 2012 v14.0) and Veeam Backup & Replication (up to version 6.0).
* The installation and administration of Windows servers running OS platforms to 2008.
* Supporting, and managing the deployment of, bespoke and 3rd party software to both internal and external customers.
* Configuration of Microsoft Active Directory (DHCP, DNS, Group Policy, etc).
* Planning, installation & maintenance of a Reserve Facility as part of a Disaster Recovery plan for a secure printing contract.
* Configuration and management of internal (DMZ) and external (including Barracuda WAF) firewalls.
* Switch hardening.
* MS SQL Server 2000-2008 Administration.
* Working within a Lean Six Sigma environment.

#### Technical Site-Specific Project Manager (contract) - Black Box Network Services - Sep 2001 – Sep 2002

* Management of up to 10 teams nationwide in the design and implementation of site-specific network installation in high-security environments involving liaising with Head of Works onsite to devise installation plans, site access and providing security clearance for all team members along with interaction with upper management of the relevant government departments.
* Discussed and advised on security aspects of sites & services and reported on the same.
* Production of documentation detailing network infrastructure, planned cabling routes and special site restrictions and requirements.

#### ADDITIONAL INFORMATION:

**Driving License:** Full, Clean