Andrew Brian Herron | Infrastructure Architect



22 Windward Quay, Sovereign Harbour, Eastbourne, East Sussex BN23 5UE

07367 194492 • andrew@aiconsulting.co.za

Personal statement

A driven and innovative infrastructure architect with strong varied skills across a number of disciplines. A true believer in keeping abreast with cutting edge technologies and ways to improve as well as secure the way that infrastructure is delivered. An asset to any company’s security or technology team to help deliver the best infrastructure possible in the most scalable way. Looking to move more into an architectural role / security architect role / IT management role with a company with a view to become more senior and remain long term.

Key Skills

A true IT Generalist with more than 20 years’ experience and skills across many platforms and technologies. Striving to continue learning new technologies and ways to improve myself as well as the infrastructure / organisation that I am responsible for.

Highly adaptable and thrive in an ever-changing environment. Can learn any new technology that is put forward towards me. Having come from a strong consulting background where one was expected to be able to learn the product on the plane on the way to client strengthened this and I am confident in my ability to cope in any given situation.

Excellent managerial skills. Managed teams of consultants as well as internal teams over the course of career. Adopt an approach of listening and paying attention to staff wants as well as needs. Based on these structure work objectives around strengths to get the best performance out of teams and individuals. Have worked with a diverse grouping of people over the years and can adapt to any team dynamic. Leverage both TOGAF and Prince2 knowledge along with Agile (KANBAN) to get the best out of people and projects.

The following are technologies that I feel accomplished in and am very comfortable consulting on them, designing infrastructure and solutions around them, implemented said designs as well as supporting infrastructure using them:

* Microsoft Active Directory (AD) and Supporting Services
* Microsoft Exchange On-Premise and Online versions
* Microsoft Azure
  + Infrastructure as a Service
  + Backup and Site Recovery
  + Networking
  + Monitoring
* Microsoft Office 365
* Quest Migration Manager (Very strong in migrations overall)
* Mimecast
* Networking and Firewalls (Meraki, SonicWALL)
* PowerShell

The following are skills that I feel comfortable with, I can design solutions around them, deploy and support them:

* Microsoft System Centre Configuration Manager (SCCM)
* Microsoft Azure
  + Platform as a Service
  + B2C
  + Software as a Service (SaaS)
* Aruba ClearPass and Wireless Access Points
* General Firewall configurations (FortiGate, Mikrotik)
* VMWare
* Microsoft Hyper-V
* Microsoft Skype for Business On-Premise and Cloud / Teams
* Authentication (SAML, OAuth)
* Public Key Infrastructure (PKI)
* Microsoft BitLocker Administration and Monitoring (MBAM)

Discovered a passion for Enterprise Architecture and would like to focus more on honing these skills if possible within a new organisation

Other notable skills include:

* Unix
* Linux
* Mac Management
  + Parallels Mac Management (PMM) for SCCM
  + Quest Authentication Services – provide controls on MacOS systems (GPOs) in addition to making them fully functional in an AD environment.
* Application packaging (Windows and MacOS)
* Knowledge of Microsoft licensing

Employment History

Infrastructure Architect, JUMO Europe, London

(Feb 2019 – Present)

Internal company transfer to United Kingdom branch due to family emigration from South Africa

Achievements and responsibilities:

* Continued with highest performance ratings
* Red Forest migration and build – In order to strengthen the security of AD a decision was made to adopt the Enhanced Security Administrative Environment (ESAE) or as it is colloquially called, Red Forest. It was furthered decided that it would be best to build this as a green fields deployment and then migrate users and applications across. It was also decided that this environment would be mostly cloud based to conform with company strategy.
  + Conceptualisation of project
  + Project leads
  + Instrumental in design of new ESAE forests
  + Firewall / Network designs and configurations. Both on premise and in the cloud (Azure)
  + Building and sizing of infrastructure as a service (IaaS)
  + Project management in conjunction with project office. Ran operational tasks and management of external as well as internal resources.
  + Completion of AD configuration in both the user as well as the bastion forests.
  + Privileged Access Management (PAM) installation and configuration built on Microsoft Identity Manager (MIM)
  + Designed and configured Change Auditor for AD from Quest Software to provide rich logging and reporting on AD in the new forests as well as to prevent any unauthorised changes. Providing an extra layer of security to protect against Tier 0 administrators from making unsanctioned changes.
  + Designed and configured Recovery Manager for AD from Quest Software to provide a robust and secure backup solution for AD in both the user as well as bastion forests.
  + Instrumental in designing migration process for both Windows as well as MacOS clients.
  + Drive and manage migration process. Migration still ongoing.
* Design and configure Authentication Services from Quest Software.
* Redesign and rebuild of SCCM including PMM, PatchMyPC (3rd party updates / patching /application management), Cloud Management Gateway (CMG) to include application and patching services to all clients
* Design and build MBAM solution
* Mobile Device Management via InTune
* Endpoint control in new forests – Encryption management for Azure, Windows clients, Mac clients
  + PMM for MacOS (Automated)
  + MBAM for Windows (Automated)
  + Azure disk encryption for Azure IaaS machines
* Security posture reporting and vulnerability scanning on infrastructure – both within the old environment as well as the new environment.
  + Vulnerability patching – target is to have no exploitable vulnerabilities at all in the environments.
* Tenable and Nessus design and build for infrastructure to ensure vulnerability scanning is as robust as possible.
* Continued cloud strategy – leveraged Azure to provide a platform for the new Red Forest.
* Architectural meetings between InfoSec and Infrastructure to ensure that all projects are aligned and that high levels of security are maintained at all times
* BAU tasks
  + Maintaining running infrastructure
  + Ensuring high levels of uptime across all sites
  + Monitoring and management of internet links / firewalls at all sites
  + Patch management and reporting for all devices
  + VMWare maintenance
  + Azure enterprise application creation and maintenance to allow for SAML and SSO across numerous internal as well as external (SaaS) applications.
* Managerial tasks
  + Weekly planning and retro sessions with staff
  + Monthly performance meetings
  + Performance planning sessions
  + Formal performance reviews

Infrastructure Architect, JUMO, Cape Town

(Jan 2017 – Feb 2019)

Achievements and responsibilities:

* Achieved TOGAF 9 Certified certification
* Maintained the highest performance rating since starting at JUMO in 2017
* Awarded phantom shares in recognition for high performance as well as awarded annual bonuses
* Well respected by IT team members for knowledge and management skills
  + Staff member under me improved in performance ratings after joining my team
* Foster and maintain relationships with IT vendors and partners providing services to the company
* Design, manage and configure SD-Wan migration/installation based on Cisco Meraki
  + Ran the RFP process with various competing vendors and technologies
  + Design and planning of the installation of devices, co-existence phase and migration phase
  + Configuration and planning of security features and firewalling required
  + Project management
* Cloud strategy – SaaS and automation
  + Leveraged Azure and Office 365
* End point control – SCCM, PMM, PatchMyPC
  + Ensured a uniform experience for both Windows and MacOS devices
  + Ensured that third party applications are kept in an up to date state across the estate (supported applications only)
* VMWare migration
  + Designed and planned migration from Hyper-V to VMWare
  + Managed migration process
  + Decommissioned Hyper-V
* Designed and deployed a secure, scalable printing solution based on PaperCut.
* Security posture reporting and vulnerability scanning on infrastructure – both within the old environment as well as the new environment.
  + Vulnerability patching – target is to have no exploitable vulnerabilities at all in the environments
* Designed and deployed Azure Site Recovery (ASR) to provide scalable and seamless disaster recovery for critical servers located within company sites
  + Both for VMWare and Hyper-V
* Design and deploy Advanced Threat Analytics (ATA) to provide a good layer of monitoring and security for Domain Controllers
* Design and deploy MIM to allow for user synchronisation from AD to FreeIPA (OpenLDAP) in AWS including passwords and maintaining SSO
* Assist InfoSec team in getting robust security logging from all sources and being captured in and ELK based SIEM
* Design and deploy monitoring and alerts for all services and servers within the organisation using PRTG
* Design and deploy radius solution based on ClearPass in a highly available cross site cluster to support Aruba access points ensuring zero authentication downtime due to infrastructure
* Redesign Microsoft licensing agreements to lower total OPEX costs and increase license coverage of products
* Instrumental role in Identity and Access Governance (IAG) project undertaken
  + Vendor meetings and response reviews
  + Gap analysis performance of various platforms and solutions
  + Assistance in PoC trials for various vendor products to test viability
* BAU tasks
  + Maintaining running infrastructure
  + Ensuring high levels of uptime across all sites
  + Monitoring and management of internet links / firewalls at all sites
  + Patch management and reporting for all devices
  + VMWare maintenance
  + Azure enterprise application creation and maintenance to allow for SAML and SSO across numerous internal as well as external (SaaS) applications.
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Senior Consultant, NBConsult, Cape Town

(Apr 2015 – Dec 2016)

Achievements and responsibilities:

* Establish a Project Management Office
* Completed Agile project management training course
* Scoping and delivering projects in a timeous fashion to prevent slippage on resource costs
* Liaising with external projects teams in a collaborative manner
* Perform in a presales role as required for other sales managers
* Conduct own sales and engagements with clients to either sell new services (New client business) or up sell existing clients
  + Increased sales, revenue and contract signatures considerably
* Redesign the ISP (River Broadband) side of the business’s network in consultation with network engineers (River Broadband)
  + Move from a NAT solution to providing clients with real external IP addresses and control of their own publishing rules
* Manage the network uptime in conjunction with operations to ensure high levels of availability
* Obtain Microsoft P-Seller status and perform presales as well as sales duties in conjunction with Microsoft sales executives
* Directly responsible on a technical level in delivering the fastest migration to Office 365 from on premise exchange for a large fitness company within South Africa
  + 3000 plus mailboxes in 30 days
* Manage and assist in delivery of a large Exchange 2016 deployment in Hong Kong for a power provider
  + Presales engagement
  + Scoping and sales
  + Contract agreement
  + Travelling and staying in Hong Kong to perform project management in conjunction with client project team
  + Involvement in Exchange 2016 design
  + Deliver on technical pieces of work related to the Exchange build (Firewall, Networking, Server builds and configurations, Exchange build and configuration)
  + Hybrid configuration of new Exchange environment with Office 365
  + Migration of users to new Exchange environment and Office 365
  + Onsite training of client staff
* Manage internal consultant team to ensure client delivery was exceptional and timeous
* Technical project lead for governmental departments Office 365 migrations
* Delivered and produced Windows 10 video course - author
* Consult on migration planning for all projects
  + Quest Migration Manager design and deployments
  + Migration process and planning
  + Manage consultants performing migrations to ensure client satisfaction and migration successes
* Management of installation and maintenance of equipment installed at various high sites for ISP (River Broadband)
* Design, deploy and support multiple Exchange upgrades, migrations, hybrid deployments and cloud migrations
* Redesign and streamline client networks and configurations to allow for client OPEX savings both in networking and Microsoft infrastructure

Senior Consultant, Symbiosys, Cape Town

(Jul 2009 – Apr 2015)

Achievements and responsibilities:

* Obtained Prince2: Practitioner certification
* Manage and provide support for junior consultants
* Design, build and maintain internal infrastructure
  + VMWare
  + Servers
  + Mikrotik router and firewall
  + VoIP
  + Switching and LAN
* Provide support to multiple external clients for Exchange
* Global travel to various countries to perform technical tasks and complete projects
  + Dubai
  + Abu Dhabi
  + Malawi
  + Angola
  + Zambia
  + Switzerland
* Provide presales support for Quest software products
* Design and deploy Quest software products
  + Intrust
  + Change Auditor
  + Active Roles Server
  + Authentication Services
  + Recovery Manager for AD
  + Recovery Manager for Exchange
  + Spotlight
* Design and deploy AD and supporting services for various clients as well as provide high levels of administration
* Design, deploy and run migrations based on Quest Migration Manager for various clients around the globe. Both remote as well as on site
* Instrumental involvement in large healthcare multinational migration and merger across three countries
  + Design and deploy AD
  + Design and deploy PKI
  + Design and deploy Exchange
  + Migrate users and systems to new domain
* Provide high level Exchange support for various clients across the globe including the UK
  + Design
  + Deployment
  + Migrations
  + Administration
  + Disaster Recovery
* Provide technical consultations for large corporations inside of South Africa to ensure smooth running of technical solutions
* Identity lifecycle management using Forefront Identity Manager (FIM) to replicate user objects from an HR system in Novell to AD for a large education institution
* Various AD and Exchange environment assessments for clients and potential clients
* Design and deploy PaperCut solutions
* Perform Exchange road shows and talks to generate new business
* Perform VMWare migrations for large multinational petroleum company in Africa
* Provide Exchange architecture advice to external service providers to allow them to improve their client support levels
* Lend technical skill to APC Solutions SA

IT Manager, Netservice, Cape Town

(Oct 2007 – Jun 2009)

Achievements and responsibilities:

* Management of technical support staff ensuring best possible levels of support for clients
* Deploy ticket management system allowing support tickets to be correctly logged and attended to via technicians
* Onsite technical support for clients
* Client management
* Informal training of internal technical staff
* Remote support for client base
* Manual migrations from various standalone configurations to Microsoft Small Business Server
* Mail routing configurations on consumer internet links to support Exchange deployments
* Hardware sales and configurations
* Servicing and maintaining client SLA agreements
* Network support and configurations

IT Technician, CMC Networks, Cape Town

(Sep 2004 – Oct 2007)

Achievements and responsibilities:

* Support Cape Town clients
* Support internet links for clients
* Configuration and design of networks for dental practices
  + Networking
  + Servers
  + X-Ray Equipment
* Network cabling
* Maintaining SLA agreements with large multinationals
* Provide SAP POS support for large industrial client
* General windows and server support
* Printing support
* Ensuring support tickets are updated and closed in a timeous manner

Education

The Open Group

(September 2018)

TOGAF 9 Certified

****Axelos****

(November 2014)

Prince2: Practitioner

Prince2: Foundation

****Just Plain Agile****

(March 2016)

Agile Fundamentals – course only

****Microsoft****

(December 1997 – July 2018)

Microsoft® Certified Solutions Associate: Windows Server 2016

Certification Number: G872-1519

Microsoft® Certified Solutions Expert: Productivity

Certification Number: G872-1674

Microsoft® Certified Solutions Expert: Cloud Platform and Infrastructure

Certification Number: G872-7972

Microsoft® Certified Solutions Expert: Productivity (Charter)\*

Certification Number: F805-6360

Microsoft® Certified Solutions Expert: Communication

Certification Number: F595-4039

Microsoft® Certified Solutions Associate: Office 365

Certification Number: F277-8580

Microsoft® Certified Solutions Expert: Messaging

Certification Number: F179-3837

Microsoft® Certified Solutions Associate: Windows Server 2012 (Charter)\*

Certification Number: E031-0359

Microsoft Certified Professional: Microsoft Certified Professional

Certification Number: E071-6289

Microsoft® Certified Solutions Expert: Private Cloud (Inactive)

Certification Number: G086-8758

Microsoft® Certified Solutions Associate: Windows Server 2008

Certification Number: D712-0216

Microsoft® Certified Technology Specialist: Windows Server 2008 R2, Desktop Virtualization

Certification Number: D516-3571

Microsoft® Certified IT Professional: Virtualization Administrator on Windows Server 2008 R2

Certification Number: D517-0351

Microsoft® Certified Technology Specialist: Windows Server 2008 R2, Server Virtualization

Certification Number: D498-9831

Microsoft® Certified IT Professional: Enterprise Messaging Administrator on Exchange 2010 (Charter)\*

Certification Number: A167-8729

Microsoft® Certified Technology Specialist: Microsoft Exchange Server 2010, Configuration (Charter)\*

Certification Number: A167-8728

Microsoft® Certified IT Professional: Enterprise Administrator on Windows Server 2008

Certification Number: B215-1102

Microsoft® Certified Technology Specialist: Windows Server 2008 Applications Infrastructure, Configuration

Certification Number: B215-1101

Microsoft® Certified Technology Specialist: Windows Server 2008 Active Directory, Configuration

Certification Number: B215-1099

Microsoft® Certified Technology Specialist: Windows Server 2008 Network Infrastructure, Configuration

Certification Number: B215-1100

Microsoft® Certified Technology Specialist: Microsoft Forefront Client and Server, Configuration

Certification Number: A167-8727

Microsoft® Certified Technology Specialist: Microsoft Windows Vista, Configuration

Certification Number: B215-1085

Microsoft Certified Systems Engineer: Windows Server 2003

Certification Number: B215-1073

Microsoft Certified Systems Administrator: Windows Server 2003

Certification Number: B215-1072

Microsoft Certified Systems Administrator: Windows 2000

Certification Number: B215-1069

Microsoft Certified Professional: Microsoft Certified Professional

Certification Number: B215-1062

Microsoft transcript can be accessed here [MCP Transcript](https://mcp.microsoft.com/Anonymous/Transcript/Validate) using Transcript ID 951763 and Access Code AndrewHerron18

Prince2 certification proof can be found on the [successful candidate’s register](https://www.axelos.com/successful-candidates-register) using my first name and last name as search criteria

TOGAF certification proof can be sound on the [certified individuals register](https://togaf9-cert.opengroup.org/certified-individuals) using my last name as search criteria

References

References are available upon request.