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Neil Mahon   
(BSc MCSA CCNA MBCS)A long, thin rectangle to divide sections of the document

# SUMMARY

Over fifteen years’ experience in IT Administration and Management. Proven ability to manage IT business systems, ensuring continuity, data security and standards compliance. Experienced working in both international Enterprise environments and SMEs. Project and team management experience. Detailed knowledge of the latest cloud based IT solutions and migrating to them efficiently.

SKILLS

* Desktop OS: Windows 2000 onwards, OS X Leopard onwards, Linux.
* Server OS: Windows NT4 - Server 2016, GNU/Linux,
* Active Directory, LDAP, Group Policy, Exchange, Postfix
* Cloud platforms (AWS / Azure)
* Virtualization: Hyper-v (plus SCVMM), VMWare, XenServer.
* Automated system and software deployments (WDS / Docker / SCCM / Jenkins).
* Network management, security, monitoring, and optimisation.
* Security products: AV, IDS, NAC
* Standards compliance - PCI DSS, ISO 27001.
* MS SQL / MYSQL Server management and optimisation. (incl Clustering).
* Web servers: IIS, Apache, NGINX (incl webfarms, load balancing).
* Backup & Restore: Commvault, Seagate, Veritas, ArcServe, Veeam.
* Scripting: Powershell, Bash, Python, VBScript.
* Firewalls: Cisco, Meraki, Juniper, Watchguard, Sophos, Fortinet.
* VOIP (Various).
* Writing technical documentation and training.

# EXPERIENCE

## Unipro Group, Chichester *— DevOps Engineer*

July 2018 - June 2019

* Building, deploying, automating, maintaining and managing AWS cloud based production system, to ensure the availability, performance, scalability and security of production systems.
* Build, release and configuration management of production systems.
* Designing and building highly resilient, highly scalable systems
* Development of the development pipeline, CI / CD systems and processes
* System troubleshooting and problem solving across platform and application domains.
* Performance tuning.
* Evaluate new technology options and vendor products.
* Produce (or manage the production of) all service technical documentation

## 

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## Mr Tech-Tech, Wales / Brighton *— IT Consultant (Self employed)*

January 2017 - June 2018

* Tech support and application development / management for local SMEs.
* Consulted on systems development projects for the Welsh Government, Swansea University, Tata group, Telefonica (o2) and Brighton and Sussex University hospitals.

## TEN Group, London *— Systems Administrator / Security Analyst*

September 2016 - January 2017

* Migrated 500+ users (in 14 international offices) to Office 365.
* Reconfigured / redesigned a number of network and systems components in preparation for a PCI DSS audit to ensure compliance.
* Design and implementation of disaster recovery / business continuity / security procedures.
* Escalation point / 3rd line support for 20+ IT support staff across 14 international office locations.
* Writing documentation and training support staff on new systems and processes.

## Mindgym Ltd, London *— Systems Analyst / Helpdesk Manager*

July 2015 - September 2016

* 3rd Line Support for roughly 1000 remote users from every continent.
* Responsible for the management of all IT / Telecoms equipment throughout the business, the helpdesk team (10 staff across 3 time zones), the associated budgets and 3rd party suppliers.
* Redesign of business critical systems to improve productivity. (Migration to cloud services, operating systems upgrades, etc).
* Managing projects with internal stakeholders and external clients.

## Rackspace Hosting, London *— Enterprise SysAdmin - Windows Team*

April 2012 - January 2015

* Install, configure, update and troubleshoot services for customers such as OS level concerns, web server, database server, application servers and mail; including Exchange, MSSQL, IIS, Hyper-V, SharePoint, .NET application assistance, Perfmon / PAL reporting, p2v migrations, patch management.
* Liaising with other business units to resolve technical issues. Assisting Virtualisation / NetSec / Storage teams.
* Load / failover testing customer solutions.
* Writing wiki articles, hosting training sessions, regular peer reviews.

## Digital Media Servies, London *— IT Manager*

July 2009 - January 2012

* Managing a small team of in-house 1st line to cover 24/7 international operations. Building relationships with vendors and service providers.
* Meeting clients and assisting the sales teams in creating solutions to fit their requirements.
* Ensuring security compliance for media industry bodies such as FACT (Federation Against Copyright Theft), the MPAA (Motion Picture Association of America) and the CDSA (Content Delivery and Storage Association).

# EDUCATION

## Anglia Polytechnic, Cambridge *— BSc Audio & Music Technology*

September 2002 - June 2005

## St David’s 6th Form, Cardiff *— A levels*

September 2000 - July 2002  
  
Maths, Physics, Computing, Electronics

# ACCREDITATIONS

MBCS (Professional Member, British Computer Society).  
MCSA (Microsoft Certified Systems Administrator).  
CCNA (Cisco Certified Networking Associate).  
ITIL Foundation certificate.  
Apple certified support professional.