**Alexander Fitton**

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Full UK Driving License

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**PERSONAL STATEMENT**

An enthusiastic professional individual who is seeking a new challenging career after many years of in IT, and recently working as a Senior Infrastructure Engineer / Service desk manager at TGC Computers. I am a hardworking individual who strives to achieve the best in all areas, and I am always eager to learn new skills, advance my career and self-train. Alongside my current day role, I have worked within a small team to develop a home firewall system, we also are currently developing an intelligent home intrusion system using drones. I am very passionate about my career and enjoy bringing fresh ideas and new working methods to clients and other engineers I work with. I am looking for a company who are progressing as fast as the industry does and aim to learn as much as possible in my next employment.

**TECHNICAL SKILLS**

* Microsoft Windows/Server.
* Linux.

        Active Directory.

* Exchange Server.
* IIS.
* SQL.
* Lync server.
* Repliweb.
* Deployment and Imaging WDS / SCCM / Dribble.
* Virtualization V-Box/Hyper-V/ESXI.
* Apple MAC OS.
* Commvault / Backup exec / Veaam / Windows Server Backup.
* VPN and Networking technology including Cisco and firewall products.
* SAN/NAS, Windows Storage Server, Windows Storage Spaces.
* DHCP/DNS/LAN/WAN/VPN/RAS/VLAN/IPv4/IPv6/Multi-pathing.
* Firewalls / Sophos XG / Checkpoint / WatchGuard
* Sophos SEC / McAfee / ESET / F-Secure (transferable to all AVs).
* Encryption Bit-locker / Safeguard.
* Hardware testing, diagnostics and fault finding – Server, client and mobile.
* Data Diodes QinetiQ / Deep-Secure Diodes.
* IOS/Android/Windows mobile and BES / Mobile security and encryption.
* Excellent problem solving backed with years of experience and ability to learn quickly.
* W2/EMIS Clinical (bespoke application support).
* Infrastructure topology and system architecture.

**EDUCATION AND TRAINING**

* Microsoft Accelerated Learning 410 / 411 course (Pearson View).
* Microsoft Learning 412 course (Cybrary).
* Windows Server 2012 R2 Hyper-V New Features.  (online)
* Windows Server 2012 R2 (70/140) Configure Hyper-V.  (online)
* EMIS Training Including; Server, client, Active Directory, Exchange, EMIS Clinical Systems.

**EMPLOYMENT HISTORY**

**TGC Computers - (**February 2019 - Present)

TGC-Computers | Featherstone |[www.tgccomputers.co.uk](https://www.rema-tiptop.co.uk/)

Key Achievements and Projects:

1. Implemented In-Clarity Phone system.
2. Rebuilt several customer RDS environments.
3. Promoted to service desk manager in less than one month, managed and built a service desk and surrounding procedures as well as implementing change request process.
4. Reconfigured all resourcing within SimpliVity Hyperconverged environments for customers to prevent overcrowding issues.
5. Managed a service desk and technical team providing IT services to a number of customers, ensuring all targets are met and customers are happy with service.

**REMA TIP-TOP - Windows Server Engineer - (**March 2018 – December 2018)

REMA Tip-Top | South Leeds |[www.rema-tiptop.co.uk](https://www.rema-tiptop.co.uk/)

Key Achievements and Projects:

1. Co-building a 4-node Hyper-V cluster (live and test rigs), private cloud environment utilizing Terminal Services, thin clients and for remote users a Cisco VPN implementation.
2. Migration of 5 groups and active directory domains to into the new cloud hosted cluster, planned pending.
3. Current DLP project, implementation of a DLP system for the hosted cloud environment, I am currently liaising between TITUS Classification, Egress and FORCEPOINT to find the best DLP solution for REMA group.
4. All levels of end user support for REMA group in the UK.
5. Migration of a current bespoke b2b system from Ubuntu to Windows to suite new IT guidelines
6. Built and implemented a DRBL Clonezilla based deployment server and implementation of Microsoft Multi Volume Licensing for imaging rights.

**SOFTWAREBOX – Technical Engineer**(13th July 2016 - March 2018)

SOFTWAREBOX (SBL) | North York | [www.softbox.co.uk](http://www.softbox.co.uk)

Key Achievements and Projects:

1. Co-designed in a team of 2 and built an 'Update System' for ‘out of band’ networks which provides cleaned WSUS, AV and product updates over several public service networks. The system uses a combination of physical hardware, SANs, NAS and clustered and standard virtualized environments incorporating secure data diodes.
2. Solely designed 3 different ‘remote working methods’ slashing work time and increasing productivity by 30%;

* VM (Virtual Machine) with WSUS and PowerShell scripts which collect data, VHDX then converted to WIM and deployed onto a laptop with automated encryption and activation via KMS.
* VM (Virtual Machine) with WSUS and PowerShell Scripts which collect data, WSUS Export and Data then loaded onto external HDD which is security sealed, encrypted with bit-locker and sent to the customer.
* VM (Virtual Machine) with WSUS and PowerShell Scripts which collect data, VM is then prepped for customer environment, exported and sent out on an encrypted security sealed disk. The end user then imports into a virtualised environment and deletes the server after patching.
* Designed all processes and wrote all of the training guides / support manuals for SBL internal staff, and customer handouts regarding both update systems.

1. Developed an inhouse web-scraper to automate download of daily AV definition updates from several vendors, the application has been written in C# .Net and currently caters for all of our daily downloads. I am in the process of building a larger scraper which runs less often but collects ‘monthly data’ such as adobe updates. I have used predictive logic, static links and HTML parse for multiple file downloads.
2. Managed a small team of engineers, ensuring day to day responsibilities are adhered too and SLA’s met.

**CIVICA  - Operations Engineer**(12th May 2014 – May 2016)

CIVICA | South Leeds | [www.civica.co.uk](http://www.civica.co.uk/)

Key Achievements and Projects:

       Process and training documentation and design, implementation.

       AD Migrations.

       Windows XP EOL project. (SCCM)

       Exchange 2005-2010 Migration.

       Server 2003 EOL (in progress)

       Implementing software business wide and writing user guides for end users.

       Service transition and design including end to end process maps and service implementation.

       Providing support to all end user within CIVICA and support to development and test teams.

       Building and deploying servers, physical and virtual.

       Physical to virtual migrations.

       Desktop and application support for 3000 end userbase.

       Implementing Adobe Creative cloud and surrounding processes.

**Grade 1 EGTON IT / EMIS 24/7 - Support Consultant**(May 2012 – May 2014)

EGTON IT | South Leeds | [www.egton.net](http://www.egton.net/)

Key Achievements

* First and Second line support for Primary Care Trusts and Clinical Groups Nationwide.
* Support desk for PAERS Automated Arrival software/hardware solutions.
* Support Desk for Cisco EGTON IT N3Connect and EMIS mobile VPN for the N3 network.
* Engineer Support for - remote and telephone support for EMIS, Managed service engineers.

**EMIS Support Consultant**(February - May 2012) within 3 months of starting this role, I was promoted to become a member of the EGTON IT / EMIS 24/7 team.

EMIS | South Leeds | [www.emis-online.com](http://www.emis-online.com/)

**PERSONAL INTERESTS**

Development and Testing | Terra-ist (.com) | Music Performance and Production | Gym | Traveling | Extreme Sports