**ROSS LEe – curriculum vitae**

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**Professional Summary**

A successful team leader and infrastructure manager with considerable experience and wide-ranging practical knowledge in Enterprise IT including Server, Desktop, Storage, Networking, Wireless, Telecoms and Audio/Visual equipment. A natural problem-solver, I also possess excellent stakeholder management skills along with clear awareness of the role of IT within multiple business sectors, along with a strong understanding of the importance of service continuity and quality assurance. Having progressed through various roles in varying capacities, I particularly enjoy the challenge and satisfaction of solving advanced technical issues in the third line using my wide skill-set.

It is important to me that I can take pride in both the work I do and, in the organisation, and people with whom I work.

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| **Personal Qualities**   * **Great team-worker** – I really believe that a good team is always better than the sum of its parts * **Strong work ethic** – Taking ownership and taking responsibility whilst setting expectations * **Thrives under high pressure –** challenges such as tight deadlines or emergencies excite me * **Excellent communicator –** I take huge pride in my ability to communicate well with everyone. Concise, understandable communication is key. | **Technical Abilities**   * **Windows Server 2012 / 2016 Management** -  Active Directory, DHCP, DNS, Group Policy, Security * **Office 365** – New deployments, Full migrations and Support including Azure AD and other Cloud services * **Networking** – TCP/IP diagnoses to packet level, WAN, LAN, VPN, inter-site routing, highly secure firewalls * **Desktop** – Windows 7 – 10, Mac and Linux –in-place upgrades and full site rollouts of both OS and software * **Hardware** – All aspects of corporate hardware – CCTV, Security, Servers, Storage, Telephony, Power / UPS |

**Employment**

**OCH Management Services, Harrogate (Orchard Care Homes) January 2019 – Present**

IT Infrastructure and Support Manager for a group of 40 Care Homes across the UK

Reporting directly to the CFO and heading up a team of technicians providing a complete infrastructure solution and support service alongside a talented software/systems team, this role has allowed me to grow as a manager, and further hone my skills within infrastructure and project delivery. I manage a VMWare 6.5 environment running on HP hardware with IBM SANs providing Windows Active Directory Domain services, File and Print, SQL and on-premise Exchange. Additionally, I run a few Linux distributions providing other niche applications.

As part of a combined Disaster Recovery and Hardware Refresh project, I have completed a full hardware upgrade of our HP server stack and IBM SAN equipment and also deployed the original equipment at a remote data centre where it acts as a fully replicated Disaster Recovery location to provide business continuity to our 40 remote sites and Head Office.

I have recently designed, led and managed a project to upgrade all our remote locations to managed wireless and switching. As a market leader in providing innovative digital care solutions such as electronic care and medication records through to back-office functions in support of the Care Homes it is important to ensure reliable and efficient connectivity in our remote locations. This project is set to complete well ahead of schedule and under budget by approximately 33%.

I have had additional successes in stakeholder management having re-negotiated several key contracts with suppliers, and will be set to have saved the business over £500,000 before year-end (the majority of which are recurring savings), at the same time as putting the business into a far improved position for technical development and innovation.

As team manager, I particularly enjoy helping my team get the best out of their experience and I have championed an increase into the personal development of the team which was lacking previously which has been very well received. I am passionate about empowering the team to achieve and learn through experience as well as via the Business’ own training.

**Field Service Agent / Infrastructure Engineer - Eurofins Scientific, Harrogate September 2018 - Present**

Providing 3rd Line Infrastructure support both in Business as Usual and Project scenarios for multiple sites

Whilst only with Eurofins for a short time, I have already received praise from management for both my client-facing skills and my versatile technical expertise. I am one of a small Infrastructure Team supporting the UK region, providing remote and on-location support to multiple labs UK wide. I support Windows Server 2012 in a Domain environment, and a number of 2016 and 2008 servers in specialist applications, along with an approximately equal split of Windows 7 / Windows 10 clients. I work with all server functions, including a large Active Directory, DNS, DHCP, as well as a centralised Microsoft Exchange cluster. The job is a mix of 3rd line helpdesk escalations, project work and proactive monitoring and maintenance to ITIL guidelines.

**Network Administrator - Munchkin Inc. (Lindam Ltd.), Harrogate October 2015 – September 2018**

Providing the complete IT function for EMEA region – Global Office 365 Administrator and Migration Lead

I was responsible for all aspects of IT for the EMEA region of a worldwide Lifestyle Brand with considerable responsibility. I was instrumental in our Office 365 migration from another company, providing key project input globally. I ran the project myself for the EMEA region. The former company pulled their support early in the migration so I devised and implemented procedures for data migration for EMEA users, many of whom were in remote locations. Getting the users’ data caused some logistical hurdles which were overcome in a two-stage process, migrating users’ email by date, so recent mail was immediately available, and older email was uploaded later, to facilitate prompt uptake of the new systems. To aid in resourcing, we trained a ‘champion’ from each department or function to provide specific job-appropriate training to their colleagues, which was very efficient, and actually improved engagement and buy-in to the project from those who were reluctant.

The company also relocated last year and split a combined office/warehouse to separate sites in different counties. I delivered all IT aspects of the project, including specification, procurement, configuration, deployment and testing. Coming from a flat network, unmanaged switches, and failing / out of support edge devices, this was an opportunity to bring everything up to date, and in line with security best practice and upcoming GDPR regulations. Fortigate firewalls were installed with a default deny rule, the network was completely re-planned and segregated into multiple VLANs, diversity provided by redundant fibre in both locations, and brand new secure Wireless was deployed at both sites massively improved the user experience.

**Employment - Continued**

**Network Administrator - Munchkin Inc. (Lindam Ltd.), Harrogate October 2015 – September 2018**

Another responsibility within the relocation project was to upgrade the site’s server infrastructure. Previously running a nine-year-old server in RAID5, with no logs or records of service, this was a major concern for me from day one. Two new servers were deployed at the Office site, as a Hyper-V pair, replicated for redundancy over a separate 10 gigabit link, and mirrored to an external DAS. Backups ran to a separately powered NAS, and external drives for off-site use. Additionally, a third server was deployed at the Warehouse location with full data replication in both directions using DFS over IPSEC. This allowed the site to have autonomy in the event of communications failure, but also functioned as an additional off-site backup for critical data. The whole system was designed such that, in future, we could seamlessly deploy either SDWAN or MPLS to sites with minimal disruption or infrastructure changes required.

As the only on-site IT contact, it also came to me to provide support for first and second line matters too – providing and ensuring the desktop systems are fit for purpose, and solving all levels of desktop support issues. Just before my departure from the company, we had begun a site-wide desktop replacement programme which involved moving users to Windows 10. This was initially met with some resistance as users saw no ‘need’ to change things, especially since Office 365 was recently deployed too. I ran some basic training sessions, as well as creating some ‘how-to’ cards for common tasks.

Generally, because of the server migration, all users had already become accustomed to keeping data server-side, and using correct procedures, but for those who were less ‘technically able’, I tended to emphasise confidence and affirmation, letting them work out the problem under guidance, but with their own knowledge, rather than trying to “re-teach” them new ways.

**IT Consultant - Verus Solutions Ltd. Skipton April 2014 – October 2015**

Mentor and Independent consultant for SMEs in North and West Yorkshire and Lancashire

Working directly under the MD, and alongside a small team of six, this role was tremendously varied. I was involved with include providing IT and telecoms infrastructure into large business parks on the grounds of Stately Homes in Yorkshire. This project itself drew on many disciplines – we were essentially in the role of the ‘site ISP’, and provided the WAN backbone, firewalls and routing, distribution and user support. Because of the locations, it was not always possible to cable these sites, so we utilised a number of technologies (VDSL over existing copper, point-to-point wireless) to connect some offices. We provided a managed, business grade internet service to more than 100 clients across 3 parks by way of a large open-source firewall and routing system, which had customised modules and scripts for many aspects of reporting and management.

These skills were further used later down the line when we tendered for and won the opportunity to work alongside “SuperFast North Yorkshire” to deploy domestic broadband to a rural community who could not get connected in other ways. This whole project was delivered using our experience gained in wireless distribution, and we provided security for these connections by a bespoke firewall system which was customised in-house.

We often gained clients through word-of-mouth, due to the practical, clear and plainly spoken advice we offered. As not tied to any vendor, we would always act impartially for the exclusive benefit of the client. I attended one site due to the client’s previous IT company ceasing trading, and, it transpired, providing unlicensed software throughout. Another IT firm had quoted for a full hardware replacement throughout. Instead, we enlisted a Microsoft licencing expert and bought all licences required to ensure compliance. Once we had regained access to the systems, we ensured everything was secure, and installed new security appliances to ensure safe and uninterrupted access going forward.

It was towards the end of my time with the company that Windows 10 was released and just before I left, I was tasked with a full business migration to Windows 10. Due to the nature of the client, confidentiality was key, so we provided a full encryption solution, not just for laptops, but all machines whilst the upgrades were run. This was approximately 40 seats, and was fully rolled out over 3 days (Friday – Sunday) and two days’ floor-walking. Staff had previously been given hands-on training of Windows 10, so little support was needed after the initial teething problems.

Whilst a non-technical aspect, I was also trusted at Verus with looking after their in-house mentoring programme for junior staff, and managed both Apprenticeships and Work Experience schemes. One particular apprentice placement came into the role as a particularly shy and awkward youngster, and I worked closely with her to ensure she was comfortable in the role. In time she asked to meet me in confidence, and explained she had a very difficult past due to numerous factors, and was in a terribly bad place. As I am obviously not qualified in mental health, with her permission and agreement, I involved her apprenticeship co-ordinator and a local support group to provide her with help and guidance. This was very moving for me, and, the last I heard, she was doing very well, and working in a Childrens’ nursery.

**Employment - Continued**

**Technical Consultant (Freelance) – Virgo Networks Ltd, Newcastle August 2009 – March 2014**

On-site and remote advisor to Directors for Business Continuity and Efficiency

Over the time working alongside the team at Virgo, I was tasked mainly with providing advice and support to directors in relation to business continuity and reduction of single points of failure. Additionally, a side-project was spun off to handle improving business efficiency with the aim of reducing costs and improving customer satisfaction. I managed and ran a number of test systems, gathered user engagement feedback, and used this to identify places where we could change, for the benefit of the customer experience. This resulted in a complete back-end re-design and migration to a new web hosting platform.

Most of the migration tasks were scheduled, or seamless, and customers were not affected. However, we had booked two days in the data centre to complete migrations. Unfortunately, due to a disk failure during one block of migrations, everything ran far more slowly than we had accounted and tested for – which resulted in the decision to work through the night to ensure all sites were up and running by the close of the maintenance window.

All of Virgo’s servers were, at the time of writing, HP Enterprise grade, with diverse gigabit routing via the Data Centre’s own backhauls with a combination of Cisco switching and Juniper firewall and routing in Virgo’s own rack on the data floor, providing hosting and compute services to more than 200 clients – at the company’s inception, hardware consisted of one single server in a shared rack, with less than 20 accounts on board.

Whilst Virgo was never designed to be a large profit making venture, it always was, and continues to be a going concern which I feel, especially in current markets, is something to be very proud of.

**Employment History**

**Event Technician, Installations - HG1 Communications Ltd. Harrogate August 2009 – August 2015**

On-site Audio/Visual/Lighting technician for events and installations

* On-site surveys, client liaisons and presentations
* Installation of temporary and permanent A/V systems
* Cabling bespoke events for audio, video and data equipment
* Delivery of equipment, mobile commentary units (company 4WD)
* Supply and training of ‘dry-hire’ equipment to ensure best use for clients
* Technical planning, quoting, and delivery of systems for international events
* Technical management and support of events and equipment

**Field Support Engineer - ITPS Ltd. Newcastle March 2008 – July 2009**

First line Field Engineer and ‘remote hands’ covering high-value and high-throughput UK sites

* Working alone as a ‘remote office’
* Upgrades of desktop hardware, servers and infrastructure
* Technical support by telephone, email and on customers’ sites
* Worked with Installations Director in large (500+) seat company XP roll-out
* Interaction with high-pressure clients, often in stressful and hostile circumstances
* Ensuring ownership of and maintaining accountability for issues from start to finish.

**Network Technician - Covance Laboratories, Harrogate Oct 1997 – Aug 2000**

First line support in a highly regulated Pharmaceutical environment. Y2k testing / proofing for laboratory devices

* Maintenance and support of in excess of 800 systems
* Adherance to company’s Policies and Procedures
* Basic knowledge of laboratory procedures
* ‘Y2k’ testing and documenting
* ISO 9001 / 27001 awareness

**Education**

**Ashville College, Harrogate Sept 1991 – July 1996**

8 GCSE Passes at the following:

English B Mathematics B

French A\* German A

Science (Dual Award) B / B Design & Realisation C

Religious Studies E

**Personal Details**

**Date of Birth:** 17th October, 1980 **Marital Status:** Married (Nov 2014)

**Interests**: Travel, live music, hi-fi, computers and media, amateur radio, graphic design  
  
 I am a founding member and front-man of a successful 50s and 60s rock’n’roll bank in Harrogate,

and we perform as and when time allows as a way to entertain ourselves and our guests.

**Other Information:** Committee member, Craven Police Charity Fund

(provide technical services for their fundraising efforts, as well as look after their Office 365  
 deployment – provided by TechTrust for charitable uses)

Former volunteer broadcast engineer at Drystone Radio, installed new studio suite,

maintained transmission systems, and installed new studio-transmitter link to improve quality.

Previously Studio Manager for Harrogate Hospital Radio, oversaw 2 new studio upgrades. All installs

were funded via fundraising, charitable donations and grants.