# Home : Barnsley, South Yorkshire **and** Newport, South Wales Email : t\_semp@hotmail.com

# Phone : 07860 472 856

# **SC status : valid to May 2020 DBS NSV (MoD)**

# Professional attitude to work, customer focussed, punctual and reliable, presentable, flexible to tasks and duties, able to work on own initiative as well as working well within a team plus flexible in terms of working anywhere in the UK. I have many years of practical experience in many areas of IT and across many projects across the UK. I work always with attention to detail, correct documentation, reporting and updating and with good customer / user facing skills. I am well educated with GCE ‘O’ and ‘A’ levels and with a BA degree, I have a current SC (valid to May 2020) and I am a car owner with a clean full driving licence and able to work throughout the UK.

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| **Work History** |

# **Mar ’17 – present Airbus – Defence and Space**

# **NOC – Network Operations Centre Network Lan site Support and Deployment Engineer – Stevenage and Newport sites Wifi Project – Cisco AP units deployment, installation and configuration** site field network support engineer plus Lan refresh and deployment as required customer/user network connectivity support network audit and documentation configuration, connectivity and documenting on Wifi Project mainly Cisco 3850, 3560, C9300 and C9410 units..... **Hilton Hotels – York site** Windows 10 Migration Deployment Engineer – desktops and laptops

# **BOC – Rotherham** Windows 10 Migration Deployment Engineer – desktops and laptops

# **Mar ’16 – Feb’17 Airbus – Defence and Space**

# **Lan Refresh Project** Consultant, Project co-ordinator and System Engineer/Deployment Engineer Project Planning, co-ordinating, scheduling, subsequent roll-out, deployment and Asset Management Audit, Discovery, Discovery Analysis, Cisco build, imaging and deployment - Tests and validations plus user sign off.

# **Leeds City Council - Enterprise Voice Project**

# De-commissioning, Roll-out / Deployment / Migration engineer

# **July ’15 – Feb’16 DWP – Department of Works and Pensions**

# **Web Access Device Upgrade Project** System Engineer / Deployment Engineer Deployment co-ordinating ThinSpace upgrade to 32GB drives BIOS configurations, software imaging configuration, roll-out, deployment, SCCM checks, tests and validations plus user sign off.

# **Lloyds Banking Group**

# **XP to Windows 7 Migration Project**

# Deployment / Migration engineer Desktop/Laptop/Server configurations and deployment with user sign offs

# **Carnival UK XP to Windows 7 Migration Project on board the Oriana**

# Audit, Discovery, build, imaging and Desktop and Laptop deployment

# **Home Group XP to Windows 8.1 Migration Project** Project co-ordination and Desktop and laptop deployment – migrations to Windows Surface Pro tablet and HP small form desktops ...plus migrations/updates to Nokia Lumia mobile phone Sites across the UK – hardware refresh with XP migration to Windows 8.1 USMT... data migration, user profiles, printers, network drives and mail Desk-side user support, training (one to one and group) plus user sign off and BAU **Channel 4 Television**

# **Office move Project**

# **Senior Customer Engineer** – Windows 7 desktop deployment and roll-out – Discovery, audit, desktop and network deployment, network connectivity, network shares, printer connectivity, desktop/laptop builds and configurations –

# Desk-side user support, training and user sign off

# **Network Rail**

# **XP to Windows 7 Migration Project**

# Desktop and laptop deployment – desk-side user support, training and user sign off

# **United Utilities**

# **XP to Windows 8 Migration Project**

# Deployment and user support – Floor walking, post deployment desk-side user support, training and user sign off

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# **Aug ’14 – June ‘15 Airbus – Filton site (ComputaCenter)**

# **Technical Consultant, Discovery Engineer, Survey and Audit and Support Engineer**

# **Site Orgabat Project**

# **Site Catering Network Migration Project**

# **Space and Defence Network and users Migration Project**

# Full Airbus Filton site network discovery, plus Space and Defence site - technical full network audit and documentation – existing network installations, survey, audit, recording and reporting - all buildings / site facilities / users (for the catering network migration project) / Networks / frame rooms / cabinets / switches.... passive and active infrastructures – resolve anomalies as necessary with recommendations.... ....including site data centres, plus fibre links and patch panels Cisco work, (full range from 2960 units to 6500 units etc) consolidations, recommendations and Cisco re-deployments Trans National liaising with Airbus France Orgabat asset management, updates, migration and support as required

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# **Feb ’14 – July’14 Hitachi Capital**

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# **XP to Windows 7 Migration Project 2nd Line Support – Business as Usual**

# **Site Office re-location Project**

# **main areas of work and responsibilities –**

# the migration of desktops and laptops from XP to Windows 7 – discovery, audit, preparation, deployment and process documentation, Windows 7 builds, UAT, AD, Asset Management, SCCM deployments, configurations, floor waking and post support and sign off.

# **2nd Line Support for business as usual for the site –** assisting local support engineer with incidents and tasks, meeting SLA’s, monitoring and managing ServiceNow queues, resolving and closing calls and reporting – deskside and remote with LanDesk.

# **Technical support engineer for the local site re-location to new offices Project –** infrastructure work, installations and commissioning of the new server and comms room, Cisco routers and switches, server installs, patching, cabling, documenting, testing, plus desk cabling and patching, testing together with VOIP (Cisco IP telephones), access control points, AV (Audio Visual) for meeting rooms and board room.

# Asset Management and subsequent user support and floor walking following weekend office move.

# **July ’13 – Jan’14 NFU Mutual - (ComputaCenter)**

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# **Desktop and Laptop migration Project...** builds, configurations and deployments, inventory, Asset Management, documentation plus floor walking. **desktops to Wyse thin clients, laptops (Lenovo) to Windows 7 and XP a member of the build team and the deployment team,** covering NFU regional centres across the UK as well as NFU agency sites in the deployment and configuration of Wyse thin client units plus build and deployment of new Lenovo laptops **Team Leader of the deployment and build team of engineers**, reporting to the Deployment Manager, ComputaCenter Project Manager and the NFU Project Manager. **Deployment sites covered were across the UK,** across all regions from Glasgow to York, Norwich to Cardiff, Bristol... and to Belfast.... and Isle of Wight.

# **Jan ’13 – June ‘13 Asda House – Leeds Windows XP to Windows 7 and Office 2007 to Office 2010 Migration Discovery Engineer, Survey, Audit and Support Engineer**

# Project Co-ordinator and build, configuration and support duties and responsibilities, in particular Discovery Engineer and Analyst, Interview Analyst, Application migration database recording, application testing planning, user acceptance, pilots, deployments and support. Management of issues, Change and Incident Management

# **Aug’10 – Dec ‘12 Airbus UK (ComputaCenter)**

# **Technical Consultant, Architect. Lead Migration Project Engineer, Technical Analyst and Support Engineer on three main and consecutive Projects that also included Data Centre server moves and new installs : -**

# **Migration of Airbus UK data from a DFS to a SFS environment and platform**

# **NT domain migration to a new AD environment – workstations, servers and users**

# **Migration of Windows 2000 servers to Windows Server 2008 R2**

# Migration discovery, strategy design, evaluation, verification, testing and documenting

# Customer/user liaising, planning, action plans and structuring of data migration

# Establishing the UK migration processes, testing and validated

# Trans National liaising with Airbus Germany and France Lead technical implementation of the UK data migration from DFS to SFS

# Lead technical implementation of W2000 servers migration to W2008 Server installs and new Operating System installs Rack installs, server rack installations and configurations Change Management and Incident Management plus RAID Management Technical delivery of the migration projects, on time and within budget

# Technical delivery of the server migrations and corresponding data

# User support and user training where needed Desktop Support and Infrastructure Support plus 2nd Line and 3rd Line support

# **July ’09 – Aug ‘10 Various contract work for various clients**

# **Johnson & Johnson DePuy International – Leeds**

# 2nd Line Support Engineer builds and deployments Desktop Support

# Remedy Incident System

# AD management Workstations, laptops, Blackberry, printers

# Lenovo, Dell hardware, XP platform, Citrix, MS Office 2007,

# Specific site applications

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# **Apple Stores – various UK sites**

# DHCP server deployment, installs and configurations

# Firewall server deployment, installs and configurations

# **Perrigo – Barnsley**

# Deskside 2nd Line Support Engineer

# Workstations, laptops, Blackberry, printers User support & training Workstation builds, deployments and application installs,

# Desktop and Laptop W2000 to XP migrations - Lenovo

# **Ministry of Justice – various UK sites (York, Manchester, Newcastle, London....)** XP Project Migration Deployment & Support Engineer.... desktops & laptops – HP, Lenovo Deskside 2nd Line IT Support Engineer SCCM builds

# VIP installs and migrations Laptop Clinic Training and Support Grid Computing Pre-migration builds & floor walking

# Post Migration 2nd Line user support

# User training including VIP support & training

# Floor walking

# Networking support

# **British Gas – Cardiff / CES – Dewsbury, Middlesbrough**

# Refresh Project Deployment & Desktop Support Engineer Alteris builds, deployments and installs 2nd Line Deskside Support Floor Walking Dell workstations & laptops **ABF - Wakefield** Desktop and Laptop W2000 to XP Migration Deployment Engineer 2nd Line Support Engineer SCCM Core builds

# Active Directory

# User support and User training

# Software Application support

# **Mar ’09 – Jun ’09 Johnson & Johnson DePuy International**

# **Leeds, Blackpool & Gargrave sites**

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# Windows 2000 to XP desktop/laptop migration Project

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# **Team Migration Deployment Lead Engineer**

# Desktop & laptop core builds – Dell, Lenovo

# Active Directory

# Networking support

# Application builds, user installs & data migrations

# Workstation & laptop migration user roll-out

# Hardware / Software audits

# User acceptance and sign offs

# Post implementation support

# Desktop Support and 2nd Line User support & User training

# Floor Walking

# Hardware and software diagnosis & resolutions

# Dell desktops, Latitude & IBM Thinkpad laptops

# **(Feb ‘95 – Feb 2009)** **ComputaCenter PLC – clients Lloyds TSB, C&G and Eversheds.**

# **14 years with ComputaCenter on a variety of Projects across the UK, mainly on the Lloyds/TSB account.**

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# **Dec ’08 – Feb ’09 LTSB Tredegar Park, Newport**

# Post XP migration/rollout 2nd Line support

# Server builds, installs and racking

# Server de-commissioning

# Networking support

# Hardware and software diagnosis & resolutions Floor Walking

# Desktop support

# IMAC’s

# Compaq HP desktops & IBM Lenovo ThinkPad laptops

# **Apr ’08 – Dec ’08 LTSB / C&G Gloucester** **NT4 Eradication Project**

# **LTSB Migration Team Lead** / **Lead Technical Resource Engineer**

# **Project Coordinator & 2nd Line Support Analyst**

# Desktop core builds & XP migrations roll-outs

# Application builds and installs

# Hardware/software audits/data discovery

# Supporting and team leading CC engineers in XP migration deployments Compaq HP desktops & IBM Lenovo ThinkPad laptops

# Post deployment support & outstanding issues

# C&G site specific Application software packaging and testing Floor Walking

# Help Desk/Front Line Support

# Hardware and software diagnosis & resolutions

# IMAC’s

# **Jan ’06 – Apr ’08** **LTSB**

# **Tredegar Park Newport & LTSB LTSB Bournemouth & Fareham** **NT4 Eradication Project**

# **LTSB Lead Technical Resource Engineer, Project Coordinator and 2nd Line Support Analyst** Detailed Discovery / Audit of hardware, software and applications setup of UAT environments for both sites

# User Acceptance Testing of full range of software applications prior to XP deployments

# Pilot migration deployments to XP – desktops & laptops

# Application software packaging and testing

# Desktop and laptop core builds & XP migrations roll-out

# Supporting and team leading engineers in XP migration deployments Post deployment support & outstanding issues

# Floor Walking

# Help Desk/Front Line Support

# IMAC’s

# Compaq HP desktops & IBM Lenovo ThinkPad laptops

# **Aug – Dec ’05** **Eversheds account – ComputaCenter**

# Team Leading engineers on an XP migration/deployment project

# Throughout the UK – from Leeds to London to Cardiff

# **Jan ’05 - Aug ’05** **LloydsTSB Plasma Screen Project for LTSB call centres** **- ComputaCenter**

# Server builds and installs

# Server de-commissioning

# Installation of W2003 servers throughout LTSB call centres

# **Feb ’95 – Jan 2005 Contracted to ComputaCenter Projects division ~ on the Lloyds TSB account and the C & G Account**

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# A whole host of projects (many multi-million) covering a wide range of activities and necessary skills throughout the UK and for the main data centres and call centres of Lloyds TSB plus C&G sites.

# Throughout the UK – inc. Glasgow, Manchester, Peterborough, London, Brighton, Cardiff…..

# Site surveys – h/w & s/w ….

# Design – level 2 and level 3

# Audits in preparation for XP server/workstation migration

# Post roll-out/implementation testing

# Preparation, simulations, data clean up

# Deployments, migration, post migration support

# Documentation – Procedures, Support, Handover

# Planning and implementation

# Server installations, implementations, commissioning – primarily the Compaq /HP range and rack mounted inc. the G3/G4 units.

# Novell Netware (inc SFTIII), Windows NT and Windows 2000, 2003, XP

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# Server rack mounting, cabling, networking, patching

# Server builds, hardware and software

# Specific application software server installations and implementations

# Server migrations, deployments Workstation roll-outs, migrations, deployments

# Data, applications, printer migrations

# o/s eradication / migrations

# MS Office migrations

# MSMail, Exchange migrations

# Patching / Cabling

# Support/Floor walking

# Helpdesk

# Training

# **Other work positions**

# **Microflugel Systems**

# Supply, installations, implementations, commissioning training and support of networks, hardware and software to a range of industries including service industries.

# Developed a database software system for Solicitors

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# **Gate Computer Systems**

# Eventual IBM dealership (from initial ACT/Apricot) - supply, installations, training and support of networks, desktops and application software systems.

# Specialised in Project Management Software Systems

# **Gould SEL**

# Sales and marketing of large scale 32 bit computer systems for the simulation market/industry including flight simulation and power plant simulation.

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# ’ **British Olivetti**

# Sales and marketing of a range of minicomputer systems to the scientific and technical marketplace, installations and support.