**BRANDON JOHN WILLOCK -**

Email: [brandon1981@hotmail.co.uk](mailto:brandon1981@hotmail.co.uk) Mobile: 07503459539 Location: Halifax, West Yorkshire.

**Technical Skill -**

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| **Managerial:** | IT Team Leading, IT Consultancy, Project Management, Service Delivery Management, IT Operation |
| **ERP Systems:** | Microsoft Dynamics AX, Access Supply Chain |
| **Server Operating Systems:** | Microsoft Server 2019,2016,2012,2012R2,2008,2008 R2 |
| **SQL and SQL Studio Management** | Studio Management 2016,2012 and SQL Server 2016/2012 |
| **Mail Server:** | Microsoft Exchange Server 2016, 2010 |
| **Cloud-Based Services:** | Microsoft Office 365, A-Cloud CRM |
| **Client-Based Office:** | Microsoft Office 2016,2013,2010,2007,2003 |
| **Virtualisation:** | VMware 6.5,6.7 and Hyper-V 2016,2012R2 |
| **Endpoint Protection:** | Sophos, Webroot, Kaspersky. |
| **Client-Based Operating Systems:** | Microsoft Windows 10/8.1/8/7/Vista/XP and MAC |
| **Networking Technologies:** | Active Directory, Domain Controller, SMTP, DHCP, DNS, TCP, IP, TCPIT, VLANS, LDAP, MPLS, FMOS Roles, WLAN, LAN, MAN, PAN, SSL, SSL-VPN, PPTP, OSI Model, Network Topologies, Wireless technologies. |
| **Monitoring Services:** | SolarWinds, PGRT, Wireshark |
| **Scripting Languages:** | MS-DOS, PowerShell, SQL, HTML, JavaScript, Python |
| **Remote Software:** | Remote Desktop, TeamViewer, SCCM 2012, mRemoteNG, VMware Remote Console (VMRC), VMware Web Console. |
| **Remote Deployment:** | Microsoft SCCM 2012, 2012 R2 |
| **Device Management Software:** | Microsoft Intune, Microsoft MDM |
| **Mobile Devices and Mobile Operating Systems:** | Android, IOS, iPhone, Tablet, iPad, Laptop, Mac. |
| **Storage Devices and Network** | SAN, NAS, Cluster-Based Storage, Tegile, HP |
| **Backup Technologies:** | Veeam, Veeam-Connect, ARC, Datto |
| **Telecommunication:** | ADSL, VoIP, LG IPECS, CISCO, PBAX, Toll Ring Call Recording, DTMF Tones, IVR |
| **Physical Firewalls:** | CISCO, Dell SonicWALL TZ, SonicWALL NSA |
| **Switches:** | CISCO, HP, Aruba |
| **Servers:** | DELL, HP, CISCO, EMC, ESX Hosts |
| **Disaster Recovery:** | Hot-Site, Cold-Site, Datto |
| **Additional Skill:** | CompTIA A+, Security+, Network+ and Server+, MTA Network Essentials, MTA Cloud Fundamentals, MTA Mobility and Device, ASP.NET Development, Awareness and Training. |

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| **Employment Market:** | Information Technology, Management |
| **Employment Type:** | Part-Time, Contract |
| **Notice Period:** | 4 – Weeks |
| **Salary / Rate:** | £££ - ££££ |
| **Preferred Roles:** | Infrastructure Engineer, Systems Engineer, Server Engineers, Network Engineer |
| **Current Skill Set:** | Infrastructure Engineer |
| **Preferred Location(s):** | West Yorkshire |

**Employment History –**

**Trainee Software Developer – Sky (University Placement)**

May 2019 – June 2019

([www.sky.com](http://www.sky.com))

* Working in SCRUM and AGILE Teams. I also participated in daily stand-up and planning meetings.
* Functional Testing, Unit Testing, QA Testing, Regression Testing and Manual Testing.
* Basic understanding of Test technologies such as: JET, CUCUMBER, SINON, ENZYME and CAPYBARA.
* Working with and understanding AGILE Program Management Software such as: JIRA and SPARK.
* Understanding different languages such as: PHP, JavaScript, HTML, CSS, JSON.
* Understanding and analysing Sky’s internal departmental data architecture.

**Infrastructure Support Engineer – J&C Joel Limited**

September 2018 – present

([www.jcjoel.com](http://www.jcjoel.com))

* Supporting the IT Manager with the management, development and support of the overall infrastructure
* Support the full infrastructure stack including servers, storage, networking, security and cloud.
* Perform daily checks and event management
* Troubleshoot day to day infrastructure issues.
* Produce and maintain documentation of systems.
* Carry out routine firmware and software updates across the infrastructure estate.
* Administering all IT operations across the organisation's network (i.e. physical and virtual servers, backup systems, group policy management, office 365 and more) in line with the IT strategy.
* Reviewing, maintaining and updating IT procedures and systems.
* Providing outstanding user support across all departments be it desktop support or infrastructure projects.
* Core infrastructure management, monitoring, support and improvements.
* Working with all aspects of IT Security, data security, intrusion detection/prevention systems
* Configuring Windows-based Servers Server 2003, 2008, 2012, 2012 R2 and 2016
* Implementing, Configuring, administrating, maintaining, updating, migrating and monitoring Windows Servers
* Implementing, administrating, maintaining, and monitoring Microsoft Cluster Environments
* Implimenting, configurating, administrating, maintaining, monitoring and restoring Veeam Backups
* Administrating, maintaining, updating, and monitoring DELL VTRX Share Storage VM Environment.
* Configurating, administrating, maintaining, and monitoring NSA3600 SonicWALL’s.
* Configurating, administrating WAN and LAN Device Profiles and environments.
* Configuring, implementing, administrating and testing SAN Drives
* Administrating, maintaining and monitoring DATTO Local/Cloud Backup Solutions
* Administrating, maintaining and monitoring VMWare vSphere
* Configurating, Administrating and maintaining VSX Hosts within VMware Infrastructure
* Planning, Installation, configurating and maintaining all VMWare environments
* Implementing, administrating, configurating and monitoring Group Policy, SQL Server, Microsoft IIS and Terminal Services.
* Implementing, administrating and configurating secondary Domain Controller as failover, File Server, SQL Server, Endpoint Server, Print Server and Terminal Server
* Monitoring Network Performance such as LAN, WAN, Wireless and Network Telephony Systems
* Implementing top-level Networking monitoring (Server Side) as well as low level device monitoring
* Working with LANs, WANs and VPNs (PPTP, SSL) as well as, Cloud based Systems.
* Working with Microsoft Azure Cloud Platform for hosting VM’s
* Configuration and Implementation of RD Web, RDConnection Broker Server, Gateway and RD Licensing.
* Responsible for documenting PPP’s (Policies, practices and Procedures) and creation of corporate hand-over notes.
* Responsible for new server cabinet install and data patching.
* Responsible for floor port roll out and implementation including termination at both wall port, floor port and patch panel.
* In charge of and responsible for overseas international site’s infrastructure and IT setup. (Dubai, Hong-Kong, Vietnam)
* Responsible for overseeing long-term IT projects both locally and internationally.
* Responsible for setting up new overseas offices with IT infrastructure, configuring it and documenting it ready for Go-Live.
* Responsible for IT Security both top-level infrastructures down to low-level end user security hints and tips.
* And, many more…

**On-Call Infrastructure Support Engineer (Uk/Overseas) – J&C Joel Limited**

September 2018 – Present

([www.jcjoel.com](http://www.jcjoel.com))

* Responsible for Providing 24/7 around the clock support for all our end-users throughout the business both locally and overseas. Primarily overseas, i.e. Dubai, Hong Kong, Vietnam and Romanian offices.
* Responsible for making sure that the IT Infrastructure is in full working order and the efficiency levels are 100%
* Responsible for ensuring that the Access Supply Chain ERP System get the latest licence key / unlock keys.
* Acting fast to ensure that both infrastructure hardware and software issues are resolved and mitigated straight away
* Responsible for all new and old Server Cabinets - Cable management and patching.
* Ensuring that all networking cables, switches and any other infrastructure hardware is fully labelled and documented.
* In charge of the IT WhatsApp Messaging group to provide updates of all occurring issues.
* To be directly contactable by telephone or email and ensure that I have mobile data or WIFI.
* Respond to an agreed contact communication method within an agreed time.
* Be able to attend the workplace within an agreed time, if the matter cannot be dealt with remotely.
* And, many more ad-hoc requests which needs to be complete or carried out, out of business hours.

**1st Line Technical Support Analyst – J&C Joel Limited**

August 2016 – September 2018

([www.jcjoel.com](http://www.jcjoel.com))

* Resolving/escalating all reported IT issue which comes into the service desk.
* Responsible for ensuring that all Corporate data backups are completed and successful
* To be able to provide effective and efficient 1st/2nd and 3rd line Support
* Responsible for following up on any outstanding Support tickets ranging from different levels of priorities
* In charge of Liaising with 3rd party suppliers, contractors and service providers across the world.
* In charge of configuring, maintaining and Managing RICHO MFP network printers
* Working with standalone Microsoft Active Directory Domain Services
* Working with Microsoft Active directory integrated with Office 365 and AZURE
* Troubleshooting issues across all Microsoft desktops and server estate
* In charge of carrying out Desktops, laptops, surfaces, iPhone and MAC builds both Manually and via Network.
* Working with Panasonic PBAX telephony System
* Patching and creating new Network port both walls mounted and floor ports.
* Patching and creating telephone ports Including data links to and from two COMMS Cabs
* Ensuring Microsoft updates are applied across all IT estate every month.
* I am supporting end users with the internal ERP system Supply Chain.
* Working with and supporting users on all Access Products
* Working with IVR Phone Systems and DTMF tones
* Working with and Crystal Reports 2008 and generating new reports
* Running basic SQL Queries to gather test results for analysing.
* Working closely with Overseas offices primarily to ensure all issues are resolved.
* Creating Alerts with information pulled across from SQL using Access Task Centre.
* Working with the creation of SQL UDEF Views using SQL Server Management Studio 2012
* Working with the creation of SQL Databases, carrying out SQL Joins, UPDATES and INSERTIONS.
* Responsible for Altering / Creating Basic reports using Crystal Reports 2008
* Creation of new distribution groups, mailboxes and shared mailboxes via Hybrid Exchange and O365
* Creation of new security groups within Active Directory for both Read Only and Read Write

**1st Line Technical Support Analysis – Marshalls Mono PLC**

July 2015 – July 2016

([www.marshalls.co.uk](http://www.marshalls.co.uk))

* Providing Technical Remote support using MSTSC, SCCM and Remote Assistance
* Carrying out Server updates, patches and hotfixes via SCCM.
* Deploying Operating Systems via SCCM
* Using software to client machines via SCCM
* Logging Support tickets from the Support work inbox
* Carrying out technical fault diagnostics before escalation
* Operating internal ticketing system - Sworkslive
* Physical Computer Builds - Stripdowns and re-builds
* Virtual Computer Builds – Network PXE Boot
* Liaising with 3rd party contractors such as Concorde, KCOM and EE
* Carrying our New starter SIM Activations via EE
* Creating and managing Virtual Machines through Hyper-V
* Working with WDS to deploy images
* Networking building iPads enrolling the Marshalls image
* Enrolling mobile phones via Intune
* Enrolling iPads via Air watch
* Granting Folder permissions of all levels Via Active Directory
* Creation of new distribution groups, mailboxes and shared mailboxes via Exchange
* Creation of new security groups within Active Directory
* Working with and supporting End users with Microsoft Axapta 2009 and 2012
* Creating Network patch cabled of both standards T568A and T568B
* Configuring Windows-based Servers - Windows Server 2003, 2008, 2012 and R2
* Configuring network-based MFP printers - Dynamic IP Address’s to static IP Address’s
* Configuring VoIP Cisco IP phones
* Account Unlocks

**IT Support Technician – Whitehill Community Academy**

July 2014 – July 2014

(<http://www.whitehill.calderdale.sch.uk>)

* Repairing MAC Screens of all types
* Repairing MAC Internal hardware/components
* Working with Windows Server 2012 R2 Edition
* Working with virtual environments such as Hyper-V
* Providing Remote technical support to end users
* Configuring Windows Servers with GUI
* Configuring Windows Servers without GUI
* Working with Exchange server administration Tool
* Physical Computer Builds - strip downs and re-building
* Virtual Computer Builds – Network PXE Boot.

**Education**

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| Sogang University, South Korea | September 2019 – December 2019 | Computer Science and Engineering (+5) |
| Leeds Trinity University | 2018 – 2021 | BSc Computer Science |
| ESTIO Training | 2016 – 2018 | Level 4 Apprenticeship |
| ESTIO Training | 2015 - 2016 | Passed 3 Apprenticeship |
| Ryburn Valley High School | 2010 – 2015 | High School and GCSE |

**Certification & Qualifications**

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| Microsoft Dynamic 365 First Look | Online – LinkedIn Learning | Completed |
| Lone Working Awareness (CPD Certified) | Online – Vital Skills (ROSPA) | Passed |
| SQL Fundamentals Course | Online – Udemy | Passed |
| Introduction to Databases and SQL Querying | Online – Udemy | Passed |
| Advanced Databases and SQL Querying | Online – Udemy | Passed |
| ASP.NET Zero: Development | Online-Udemy | Passed |
| Implementing GDPR | Online-Udemy | Passed |
| Data Protection with RAID | Online-Udemy | Passed |
| ITIL Service Operation (Intermediate) | Online-Udemy | Passed |
| LTUCOMPSCI Badge of Honor Award 2019 | Leeds Trinity University | Awarded |
| Level 4 Diploma for ICT Professionals – System and Principles | ESTIO Training | Completed |
| Level 4 Diploma in ICT Professional Competences | ESTIO Training | Completed |
| Level 3 Diploma for ICT Professionals – System and Principles | ESTIO Training | Completed |
| Level 3 Diploma in ICT Professional Competences | ESTIO Training | Completed |
| Understanding British Values | ESTIO Training | Passed |
| Understanding Radicalization and Extremism (Prevention) | ESTIO Training | Passed |
| Understanding how to stay safe online | ESTIO Training | Passed |
| Understanding who you can trust online | ESTIO Training | Passed |
| Prevention Training – Channel Awareness Module | ESTIO Training | Passed |
| First Aid Awareness | Online | Passed |
| Food Hygiene | Online | Passed |
| Fire Training | Online | Passed |
| Art and Design (Photography) | Ryburn Valley High School | A\* |
| D&T Resistant Materials Technology | Ryburn Valley High School | B |
| English | Ryburn Valley High School | C |
| OCR Level 1 Cambridge National Award ICT | Ryburn Valley High School | C |
| OCR Level 1 Cambridge Nation Certificate ICT | Ryburn Valley High School | C |
| OCR Level 2 Cambridge National Award ICT | Ryburn Valley High School | C |
| OCR Level 2 Cambridge National Certificate ICT | Ryburn Valley High School | C |
| Application of Chemical Substances – Science | Ryburn Valley High School | B |
| Application of Physical Science | Ryburn Valley High School | B |
| Health Application of Lice Science | Ryburn Valley High School | C |
| Mathematics | Ryburn Valley High School | C |
| Work Skills | Ryburn Valley High School | C |
| ICT | Ryburn Valley High School | C |

**References on request.**