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**Professional Profile**

I am a diligent individual who combines dedication, drive and enthusiasm with an array of transferable skills gained undertaking IT consultancy roles with results driven organizations. I am Cisco certified with over 10 years’ solid experience from hands on practical exposure & work in the core fields & infrastructure as a whole in the IT industry. I can grasp new ideas and concepts fast whilst looking for ways to improve on existing processes. I have a logical and methodical approach to problem solving. I utilize exceptional interpersonal skills and communicative abilities to build positive and lasting relationships with customers and colleagues. I can work effectively on own initiative and proven in achieving set targets, deadlines and objectives. I work well under pressure and can manage my own workload with minimal supervision. I have good knowledge of ITIL service management framework and I am enthusiastic about my career. I can be an extremely valuable team player who thrives in customer focused and IT technical consultancy & engineering based roles.

**Objective**

I am now looking for a new challenging position that will make the best use of my existing skills, experience, and enable further personal and professional development.

**Career Summary**

**Leeds University Feb 2019 - Aug 2019**

**Application Development**

**Systems Engineer**

Jenkins – automated build of Banner 9 CRM system, Bash scripting featuring EX, SED through Jenkins automation piece & agent installations on new nodes.

Web app diagnostics & Netscaler LB VIP traffic reverse engineered due to SSL cert expiration meantime redirected users directly to local web server IP via http due to the source destination traffic being safe based on internal users.

Oracle Sun Solaris 11.2 OS administration and configuration on native Sparc CPU processors. Pkg mgmt, svcadm, zonecfg, iPad, dladm, extended ACLS facl, ZFS administration inc snapshot restores etc, VCS admin, ipfilter TS for rules analysis and modifications. NFS maps config.

Veritas cluster Service – reverse engineered for architectural understanding, diagnostics and new insight management

Rhel 7.2 admin and config of services like iptables, selinux, extended file attributes and Acls, FS and LVM alterations for storage capacity.

Puppet administration.

WSO2 deployment, config and integration with ADFS for SAML SSO

Tomcat server install, build and deployment of Webapps WARs JAR files.

Oracle Web Logic & fusion middleware configuration of services such as proxy wallet, .pem certs, JKS keystores and general administration and diagnostics featuring enterprise manager

Oracle SQLPlus DB clones, migrations, backups, restores for DR and automation of some of these tasks

**BAE Systems June 2018-Nov 2018**

**MSS Infrastructure & Security Engineer**

Currently working with Fortinet, Fortigate NGFW, Cisco ASA, Linux server, Windows Server, security, storage and packet analysis along with connectivity testing & automation worldwide featuring Azure & AWS cloud establishments along with a variety of access interfaces & security databases.

Linux multiple flavors’ including Centos, red hat

Rescued a red hat Selinux enabled box’s root admin account

SNMP automation featuring SolarWinds, putty psftp alongside PowerShell/bat scripting

Osirium Server forward/reverse Proxy device, profile, account mapping

Cisco ASA configuration & Diagnosis

NATing, PATing, CryptoMapping

Worked with team on Code analysis and engineering featuring - Java, PS, DOS, Bash, Python, JSON and PostGrel.

Server 16 Full end to end deployment of VM network and AD DS services including internetwork engineering of traffic rules on the Cisco ASA to allow syslog polling and RDP access from secure internetworks

Barracuda WAF CloudGen deployment and configuration

Squid proxy config and admin of HTTP access featuring licensing for Barracuda WAF along with ASA traffic engineering for network objects

Barracuda network implementation troubleshooting all the way through VMware’s virtual layer to the core physical layer

IPsec, IKE client VPN establishments and Diagnostics of connectivity alongside Azure Fortigate firewalls

Cisco ISE implementation

Arbor DDOS cloud OVF deployment

ArcSight appliance and hardware config followed by connectivity TS

VSphere Azure Cloud

Azure cloud network engineering, Config & administration

AWS and core data center connectivity engineering

MPLS connectivity TS

Packer – Azure, AWS automation

Terraform – Azure, AWS automation

IaaS - Automation engineering

IaaC - Automation

SIEM, PAM, IAM

GitHub code checking modifications

Hadoop cluster engineering

Splunk node engineering

**Project**

**Azure Migration & Automation engineering**

PostGres DB migration from on premises to cloud

Storage Key Secret & AD App Reg expiration alerting automation via PS scripts and Runbooks

YUM Repo DR restoration automation via PS, bash Json scripts featuring Puppet, Cron

Client Firewall reviews and prep for migration

VPN migrations Cisco ASA and other from on premises to Cloud

Fortigate FW rules & NAT analyses – traffic re-engineering featuring Azure PVC interconnect point

**Daisy IT Services - Johnson & Johnson Feb 2018 – May 2018**

**Senior IT engineer**

HP Storage Works MSL8096 Tape Library support - Administration and Diagnostics

Avaya MG1010 Telephony support featuring configuration of Soft/hard phones.

HP ProLiant DL360, DL380 - Hardware diagnostics/support and decommissioning

SecureDoc SES - Client server PBNA, with Bit locker integration. Deployment, Administration and configuration of SES profiles, Encryption/Decryption, Key files, Bit locker Recovery, Boot user recovery,

Raw data recovery – recovery of data from corrupt/encrypted file systems e.g. missing NTFS/Fat32 layer. This was carried out via various methods such as WinPE Win Magic recovery, RAW Data tap (serial-USB adapter), direct mount/dismount of FS, FS emulation, Laze Soft, M3 DR.

SNOW – service now job management (incidents/ITasks)

SNOW – Asset management, Inventory audit

Data Center - Access log, event log, audit and reporting

Micro Trend Office Scan – support and diagnosis of arising issues and exceptions

Cisco AMP – support and diagnosis of arising issues and exceptions

Registry administration

Windows NT kernel and OS – driver diagnosis, recovery of boot sector and rebuild of corrupt BCD tables

Lenovo BIOS – Erase, Re-Flash, update, diagnosing & troubleshooting SLIC/OEMTableID issues

Desktop patching and analysis of bad patches generating incidents

AZURE AD – Administration

Data Migration – featuring USMT Tool & Robocopy. Migration of User Data/profiles.

ONELAN NTB – configuration/support

SAFEZONE System – configuration/support

Juniper Pulse – VPN config, client server certificate installation

**Nobia - Infrastructure Team AUG 2017 – Feb 2018**

**3rd line Infrastructure engineer**

Role Responsibilities:

Airwatch MDM configuration, deployment of 3rd party, bespoke apps and certificates within MDM environment. E.g. magnet kitchens app.

Kaspersky AV, migration, implementation & administration

Dameware – administration, configuration of MRC

Websense/forcepoint cloud proxy administration and configuration

Cisco UCS Cluster - build and configuration of ESXi running UCM, IM Presence Server, UCCX all in 1 on various blades.

Cisco UCM – configuring telephony partitioning & CSS's, new phones, users, line groups, dir numbers, pickup groups device pools, mobility roaming etc. UCM cluster administration, active passive call mgr configuration, assigning and mapping various location, sites to various telephony media resource groups (publisher/subscribers.

SIP trunk, H323 & RTP config

IM Presence integration

Cisco UCCX – support

VMware – administration configuration of NSX, SRM, snapmirror and snapvault replication

DR – configuration of HSRP for redundant Datacentre connections and failover for VMware stack

AD, DNS, DHCP, scoping,

Group policy – End user estate automation, configuration via startup scripts and GP GUI

Cisco wl2960 – Wireless management/ setup of new AP's and correct FLexConnect groups assigned for vlan support

Matrix 42 – application deployment automation, and inventory audit

Cisco ASA – administration of VPN & untrusted sub/networks.

Windows firewall administration via GP.

Office 365 rollout via scripted automation

Cisco WS-C3560 layer 3 switches – switching, routing, EIGRP, MPLS, BGP & VRF configuration and diagnostics.

Exchange – DAG mailboxes administration

PowerShell - automation of windows server & end user node estate

**RBS - Web Services Aug 2016 – Aug 2017**

**Infrastructure - security specialist**

Role Responsibilities:

Change management – liaising with stakeholders, app teams and business owners and presenting changes and risk mitigation methodologies to obtain Sign offs for changes.

SNOW utilization for change record population

Windows Server Security engineering

Server patching

OS vulnerability bridging

Loophole bridging

Protocol and cipher analysis – TLS, SSL, HTTPS

Security associated DLL analysis

Protocol and Cipher hardening – mitigation of weak protocols and ciphers which are vulnerable to hacks such as POODLE & Heartbleed bug.

Disabling weak protocols & ciphers enabling support for latest security protocols & features.

DLL hardening - Performing upgrades on security associated DLLs (RSAENH.DLL)

WLB web server cluster administration

F5 BIG IP web server and load balancer administration

Abiding by RBS standards and procedures to mitigate the risk of negative impact and failure during implementation of changes.

**KPMG - TechSolutions Oct 2015 – Aug 2016**

**Infrastructure & Systems Automation Engineer**

Role Responsibilities:

Citrix Virtualization – implementation and configuration of Xenhosts and hosted

VMs as well as storage luns

Citrix XenApp 6.5 – hosting/publishing numerous applications for various clients along with security filtering channelled through from Netscaler

Netscaler VPX technology for load balancing and SSL loading/offloading, SNAT

IIS 7 – web based application hosting and troubleshooting.

VMware Vsphere Web client 6.0 – managing and administering VMware Esxi environment.

Netapp storage – configuration and administration of CIFS and block storage for

VMware

Windows server estate (2008r2,2012,2016) – server deployment, TS, installation and

configuration server roles, clusters and application services

EMC VNX storage installation and configuration

PowerShell Administration

SCOM – configuration and administration

SCCM – installation & configuration

Automation engineering

Veronis Administration, configuration of estate various object auditing

PowerShell scripting – carrying out security audit tasks as well as automating 1st line team tasks such as creation of VMs and new user AD accounts etc

DOS, PowerShell,Bash scripting test to production for EMC VNX based storage auditing

Network Infrastructure – TS of arising issues such as poor performance of application, server and Database communications

Raising changes to make business aware of all production environment changes

Liaising with client and 3rd party teams to ensuring tasks are being carried out

appropriately and smoothly

Server 2012 virtualization manager - configuration and management of all

virtualized environments including ESXI, HyperV & Citrix Xen

AD – Management, configuration and administration of DC’s and dependent LDAP

services & accounts.

Symantec End Point Encryption – troubleshooting of alerts and monitoring

RSA Authentication Appliance 8.0.0.5.0 - user and services authentication management and configuration

Red Hat Linux – install, build, configuration and administration

Suse Linux 11 - install, build, configuration and administration

Infrastructure system & security auditing

Configuration of HBAs for storage initiators and targets using iSCSI/FCoe Fabric

Snap drive for Windows – installation and configuration

Snap mirror – licensing and implementation

Dealing with numerous multinational clients from a managed services prospective hosting client infrastructure implementation and handling/supporting multiple applications and web based services on various platforms such as IIS, Citrix

Juniper/Cisco/Checkpoint firewalls – deployment, configuration and administration

Brocade blade switches - configuration and diagnostics

Change management - ITIL based

Incident management - ITIL based

Service management - ITIL based

HP ProCurve servers - hardware implementation and configuration

Dell servers - installation and administration

Anticipating architectural diagrams and plans in infrastructure design and deployment

Architectural level infrastructure network and system implementation design using

tools such as Visio

WireShark – Application communication diagnostics via packet analysis

**Bradford Royal Infirmary – Data Services June 2015 - Aug 2015**

**3rd line Infrastructure Engineer**

Role Responsibilities:

Novell ZENworks 7 – Administration and configuration of ConsoleOne & eDirectory users, nodes and objects.

Novell ZENworks 11 – administration of application packages, users & devices.

Application Deployment - packaging & deploying apps via Novels ZENworks 7/11 to windows XP & 7 clients.

Migrating clients from windows XP to 7

Server 2012 install, design and build on test VM featuring AD//Exchange integration and domain interconnect.

Windows 7 deployment via a centralized imaging solution (ZENworks 11)

Scripting – using PowerShell and DOS to edit alter & design scripts to automate AD and Exchange management tasks as well as automate client application installations.

Dell hardware build, installation and maintenance.

HP hardware build, installation and maintenance

DFS – Administration and configuration of shared data environments.

Supporting existing applications and infrastructure as well as testing for migration to new platforms such as windows 7.

VMware 5.0/5.05 & Workstation – design, implementation and configuration of ESX/ESXI hosts, VMs and data stores as well as Snapvault and SnapMirror storage backup and replication technologies.

Active Directory – administration & configuration

Exchange server 2012 – administration and configuration.

Microsoft office packages – Deployment.

Cisco IronPort - Administration of web & external mail filtering. Monitoring business activity and analyzing threat data.

MacAfee DLP - configured for data security preventing data theft continuously monitored and administered for changes.

Liaising with directors, project managers, department managers, associates and colleagues for application migration, implementation and further support.

Designing, packaging and bundling applications using response files and .PS .BAT scripts for deployment and configuration of applications.

**Prism Medical April 2015 - May 2015**

**3rd Line Network & Infrastructure engineer**

Role Responsibilities:

VMware - monitoring, configuration & administration of VMs including migration featuring VMotion.

Citrix Xenapp – service architecture configuration and administration of users and applications pools.

EMC SAN - monitoring and administration of storage pools, management and configuration of luns.

Watch Guard Firebox - configuration and administration of PBR and VPN channels.

Windows Server 2008 R2 configuration and administration.

windows XP,7 & 8 deployment architecture and support.

MDT - configuration and administration of deployment.

WDS - configuration and administration of deployment

WSUS - configuration and administration of PC security patches and updates

Active Directory - administration of users, groups and OUs

Exchange server & CRM System traffic static route engineering

Group Policy management

Exchange server 2010 - configuration and administration of DAG and mailbox accounts and permissions

HP ProCurve switch - configuration and troubleshooting of network faults featuring cable testing

Cisco Meraki - configuration and administration of mobile devices and wireless

Samsung Galaxy Note and S4 Mini configuration and end user support

WireShark - Packet Analysis

Symantec - Tape Server & Cloud Backup of critical Business Data

SQL server support

IIS server support

**Wal-Mart Asda July 2012 - April 2015**

**Store systems Infrastructure Engineer**

Role responsibilities:

Taking ownership of newly raised issues and beginning problem determination.

Maintaining a WAN network consisting of multiple cross chain Asda Store LANs connected via BGP.

I configure routing protocols such as BGP & EIGRP for new stores and build LAN sub interfaces on cisco routers for the sites enabling VLAN switching for each interface such as VOIP, Native and Wireless public network.

I diagnose routing issues by analysing inbound/outbound paths looking at BGP/EIGRP network tables. I configure switches such as Cisco c2960s catalyst & stack, setting up VLANs and configurations such as STP Port Fast, Uplink, Bridging, MDX, LACP Ether Channel, UDLD port mode, Storm control, Speed, Duplex and Port security.

I configure routers featuring TCP/IP, BGP, EIGRP, VLANs, ACLs, and VOIP.

I configure HSRP on the routers to enable failover and setup QoS, CoS and ACLs implementing secure and efficient communication.

I edit alter implement access control lists by issuing either permit/deny to certain TCP/UDP/ICMP ports and hosts on the network.

I perform network diagnostics featuring VLAN, IP pool range, DHCP lease, BOOTP - mac association, DNS. TCP/IP stack configuration on the clients. On cisco routers, I issue the commands such as show IP route to check and determine gateways for ip routed nodes.

I view DLSw peers used for tunnelling non-IP traffic such as IBM’s native SNA over an IP WAN and see if a connection down or hung. If traffics congested, I reset the peers enabling functionality again.

Motorola wireless infrastructure support & diagnostics

Cisco WLAN infrastructure support & troubleshooting.

I work with end users to try and determine wireless issues such as hung AP's causing lack of signal in certain areas and can power cycle them via the switch by bouncing the port (disable/enable) or alternatively hard reset it e.g. via the cisco WLC2600 controller that it communicates with. I can analyse bad configuration and alter it. I also configure AP's both locally and centrally through HREAP. I diagnose wireless signal issues in the various ranges 802.11a/b/g/n bands and frequency ranges of 2.4 & 5 GHz considering speed, which may vary from 11mbps and 54mbps and the noise of frequency that causes fluctuation.

Diagnosing and troubleshooting layer 1 network related issues using TDR testing methods on Ethernet, cat5/6 pin and pair open/short glitch detections

Troubleshooting random & rogue wireless issues causing coverage issues for sales floor based applications.

McAfee monitoring & analysis

Unix/AIX & Linux (Suse, Red Hat, Ubuntu), server & file system, design, build, install, network & print problem diagnostics featuring checking active network connections with netstat and dig-x, file replication and movement with SCP & FTP, writing and altering files and scripts utilizing tools such as Touch & Vim. Checking services & configuring printers by issuing commands like top, psg & lpadmin. Installing software packages and apps utilizing YaST, YUM, APT and RPM, scripting with Perl & Bash.

CRON task scheduling & automation

IBM/NCR - EPOS systems HW failure diagnostics & software analysis including OS build with disk or supplemental over NetBIOS/Ethernet and file administration using tools such as Dredix.

Ecommerce application support.

Citrix administration

VMware Horizon administration

Suse Linux hypervisor & Xen Server, build, install, configuration and administration of VMs

Good MDM mobile app setup configuration and support

Desktop & Microsoft application support.

MS Server 2003/2008 and Windows NT, XP, 7 & 8 configuration and support. Featuring CMD commands and tools like sc query, services.msc, chkdsk, disk defrag, ipconfig, tracert & netsh.

Walmart application support.

Maintaining store hardware & software enabling a smooth retail operation.

Instructing end users in troubleshooting down systems and application failures.

Identifying root the causes of issues and formulating appropriate fixes.

Ensuring all work performed to resolve an issue complies with Asda/Wal-Mart standards and policies.

Updating team documentation with fixes for previous unseen issues.

Managing communications to customers keeping them informed of progress.

Identifying high impacting issues and initializing problem analysis to leading to implementing solutions & fixing issues accordingly.

I work with Walmart Cyber Defence to track down and disable network connections isolating infected nodes containing malware. I use various methods of data recovery for restoration of data and corrupt files.

I ensure all NAS backup servers are online with sufficient disk space and essential directory access permissions for NFS clients and data backup.

I configure exchange server & setup clients via SMTP port 25

I setup user accounts for new users and troubleshoot/diagnose existing user account problems such as archive folder issues, attachment file problems and various other end user preferences.

Nagios - setup and configuration of system and process alerts

IBM WebSphere MQ Series middleware support - configuration of channels administration of message broker queues and data.

IBM's Cognos Suite app support, configuration and maintenance

Informix dynamic server installation, configuration and support featuring SQL

Continuously engaging liaising with 3rd party suppliers, providers to design, implement solutions and resolve arising issues.

**Fujitsu - IT Sept 2011 – July 2012**

**IT Technician 1st/2nd line**

Role responsibilities:

Working within the IT division supporting multiple clients including UK Home office & NHS

Providing Desktop support

Maintaining WAN network infrastructure which links internationally

Configuring TCP/IP for newly installed systems

Managing email, anti-spam and virus protection

Active Directory & Exchange server configuration featuring CLI tools like ntdsutil.exe & dsmgmt.exe.

Setting up user accounts, permissions and passwords

Providing high quality, professional and informed customer service

Providing advice and guidance on all incoming queries and incidents

Configuring Hardware and user peripherals

Providing real time fix solutions to end users

Fixing user hardware and software issues

Working with 2nd/3rd line support team to resolve issues

Assigning calls to desk side engineers

Solving user issues over the phone and vie remote desktop

Setting up /configuring workstations for new users

Software & hardware installation

Computer software & hardware administration.

Administration of user accounts and privileges through active directory

Network performance monitoring

Managing the website and keeping internal networks running

Monitoring the use of the web by employees.

Supporting clients Web applications/infrastructures to provide high availability

Providing high level 2nd line technical server support to Enterprise Clients within defined service levels

Full adherence to all ITIL Client Support processes

Communicating effectively with the team on any IT related incidents

Contributing to team targets and business objectives

**Peart IT Services Dec 2010 – Sept 2011**

**IT & Telecoms engineer/ Apprentice (Baltic Training Academy)**

Role responsibilities:

Demonstrating excellent telephone manners towards clients

Monitoring network patterns

Demonstrating Windows O/S expertise

Demonstrating professional customer facing communication skills

Assisting with website and intranet maintenance

Implementing network security awareness

learning, developing and implementing health & safety procedures

Keeping group users up to date with current performance issues

Software & hardware administration

Setting up IT equipment

Virtual system build & implementation

Understanding of different types of networks including LANs, WANs, MANs and GANs

LAN hardware set-up and troubleshooting

LAN network installation setup

Cat5e/ Cat6 cable installation

Network performance monitoring

Network maintenance and security updates

Software developing/ testing

Building pc's

component testing

Hardware monitoring

Hardware stress testing

Planning and implementing future IT developments and undertaking project work

**Planet P - IT April 2008 – Dec 2010**

**Field Engineer**

Role responsibilities:

Responsible for delivering advice and guidance to customers on available mobile handsets pc’s, laptops and technology services

Demonstrating professional customer facing communication skills, liaising with customers to ensure all details pertaining to faulty devices are accurately logged

Undertaking technical training to fix certain faults with electronic devices

Installing and troubleshooting mobile various mobile and windows OS platforms

Mobile application installation and configuration

Mobile network 2g, 3g troubleshooting

Mobile network reprogramming to unlock specific handsets on exclusive networks to all networks

Hardware diagnostics and repair featuring hands on motherboard chips & component soldering.

Water damage repairing

Alcohol featured internal component and motherboard cleaning

Identifying opportunities to increase sales by cross selling products

Setting up IT equipment for in house users

hardware & software administration

Facilitating in the development and planning of promotional events and new services to be implemented into the business

Implementation of changes to customer solutions

Managing and completing scheduled tasks on time

Maintaining effective client communications

Ensuring that knowledge is retained through documentation of processes and procedures and implementation of server changes

Updating and maintaining the in-house knowledge base software

Documenting troubleshooting carried out

**Education and qualifications 2010**

Baltic Training Services:

Advanced Apprenticeship in IT Professional

e-skills UK - Advanced Level Apprenticeship for IT & Telecoms Professionals in the Business & Information Technology sector

Cisco - IT Essentials: PC Hardware & Software

City & Guilds - Level 3 in ICT Systems and Principles

City & Guilds - Level 3 Diploma in ICT Professional Competence

City & Guilds - Level 3 Diploma in ICT Professional Competence 501/1788/9

City & Guilds - Level 3 Diploma for ICT Systems & Principles for IT Professionals 501/0277/1

City & Guilds - Level 2 Key Skills in Application of Number (2004) 100/0272/8

City & Guilds - Level 2 Key Skills in Communication (2004) 100/0275/3

Allerton High School

BTEC Business and Enterprise Diploma

6 GCSE’s: Including Mathematics and English

Key I.T skills

Microsoft Office Packages Internet & Email Applications

Interests & Activities

Currently: Social Activities, Fine Cuisine & Voluntary work

References: Available on request

Field IT: Network, security & systems Infrastructure engineering and consultancy