### Peter Sabourn

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# Profile

An IT professional with more than 30 years’ experience in the implementation and support of enterprise wide systems, including application development, systems analysis, management reporting and database administration. Most recently specializing in virtualized Microsoft Server environments running SQL Server. Able to operate and communicate successfully at all levels of management regardless of the size of the organization. Highly motivated and able to motivate and support others. Enthusiastic, reliable, flexible, and able to work well under pressure and to deadlines.

**Technical Ability and Experience**

* Windows 10, 8, 7, Vista, XP, NT 4.0, 2000, 98, 95
* Windows Server 2016, 2012, 2008 & 2003 Standard & SBS, Active Directory & Group Policy
* MS Exchange 2000, 2003, 2007 & 2010
* SQL Server Management Studio, SSRS, MYSQL Workbench
* VMware vSphere ESXi Hypervisor, vSphere Client, vCenter Converter, MS Hyper-V
* Octopus Deploy, IIS
* Microsoft Office, Office 365, Sharepoint, Visio
* Salesforce, Workbooks, Sage 50, Microsoft Dynamics AX 2009, Chris 21
* One-Q Print Management, Pcounter, CardExchange, Salto Space, MonitorIT,
* Symantec BackupExec, Veeam, BackupAssist, CloudBerry
* WhatsUp Gold, Solarwinds IP Monitor, Auvik
* Avaya IP Office, Chronicall, CT Playback
* PHP Runner Enterprise, Dreamweaver CS4
* Antivirus - AVG, Symantec, Sophos, Trend, Kaspersky
* TeamViewer, RealVNC, LogMeIn, Remote Desktop
* Citrix Xen Server, Xen Desktop, XenApp
* Blackberry Enterprise Server, Cisco Meraki
* ServiceNow ITSM, ManageEngine ServiceDesk Plus, Numara Footprints, NetHelpDesk, ConnectWise Manage
* Alpha 5 v6/v7/v9 ( xBasic ) Development
* Informix Dynamic Server v7 / SE Administration
* Informix D4GL / 4GL / SQL Development
* Solaris 10, AIX 3.2 & SCO Unix System Administration
* Shell scripting on AIX, HPUX, Solaris, SCO Unix & Unixware

**Career History**

Rabb-IT Ltd Senior 3rd Line Engineer Feb 19 – May 19

AIT Ltd Group Technical Integration Specialist Sep 17 - Jan 19

Agfa Healthcare Remote Support Engineer Oct 16 - Sep 17

Enact / First Title Insurance IT Systems Engineer Jun 15 - Oct 16

NHS Confederation Contract IT Engineer - Applications Support Mar 15 - Jun 15

Wood-Mitchell Building Group IT Support / Systems Administrator Sep 11 - Mar 15

The Weston Group Technical Solutions Engineer Oct 10 - Sep 11

Dalesedge Ltd Contract Support / Analyst / Developer Aug 07 - Oct 10

Saville Heaton & Co. Ltd Contract Analyst / Developer / Support Jul 06 - Aug 07

ITV Yorkshire Contract Analyst / Developer Aug 05 - Jul 06

Saville Heaton & Co. Ltd. IT Manager Oct 99 - Aug 05

SinglePoint (4U) Ltd. Contract Analyst / Programmer Jun 99 - Jul 99

Atos Ltd. Contract Analyst / Programmer Aug 98 - Mar 99

The Medical Defence Union Ltd., Contract Analyst / Programmer Nov 97- Aug 98

Dunsford Wesley Ltd. IT Manager Feb 97- Nov 97

Saville Heaton & Co. Ltd Contract Software Developer Nov 96 - Feb 97

Exclesis Ltd. Contract Software Developer Sep 95 - Oct 95

Dunsford Wesley Ltd IT Manager Jan 91 - Sep 95

Castltex Clothes Ltd Computer Systems Manager Dec 89 - Jan 91

Be Modern Ltd Computer Systems Manager Sep 86 - Dec 89

Edge Technology Ltd Software Developer / Telesales Mar 86 - Jul 86

Northern Productivity Assoc. Ltd Software Developer Aug 84 - Mar 86

**Rabb-IT Ltd, Leeds, West Yorkshire Feb 2019 to MaY 2019**

**Senior 3rd Line Engineer**

* Providing remote and on-site technical support for managed customers
* Designing and building virtual server solutions using Hyper-V
* Managing hardware & software installation and upgrade projects
* Managing and implementing cloud backup solutions
* Documentation of infrastructure and software applications
* Systems administration – including AD & Group policy configuration
* Software installation
* Network monitoring
* Pre-sales technical support

**AIT Ltd, Leeds, West Yorkshire Sep 2017 to Jan 2019**

**Group Technical Integration Specialist**

* Providing technical integration solutions between external customers' software packages
* Managing internal & external software deployment projects
* 3rd line support for all AIT supplied products
* Development of web based software products using PHP Runner Enterprise
* Technical consultancy for access control projects
* System administration and support of Workbooks CRM ( internal )
* Software installation at customer sites
* Pre-sales technical support & customer consultancy

**Agfa Healthcare, Leeds, West Yorkshire Oct 2016 to Sep 2017**

**Remote Support Engineer**

* Providing 3rd line technical support to Agfa HC customers on their Radiology, Cardiology and Imaging Archive & Management Systems
* Network troubleshooting & administration - Windows 2003, 2008 Server, Sun Solaris & Oracle Linux, VMware
* Administration & configuration of Oracle 10 & 11, SQL Server & IIS

**Enact / First Title Insurance, Leeds, West Yorkshire Jun 2015 to Oct 2016**

**IT Systems Engineer**

* Providing 3rd line support to the 4 companies in the group ( including 3 .Net development teams ) across 4 UK, 2 European & 2 Indian sites
* Network troubleshooting & administration - Windows 2003, 2008, 2012 Server & Redhat Linux, VMware, Hyper-V, AD & Group Policy
* Support & administration of Exchange 2010 ( DAG )
* Out of hours cover & software releases
* SQL Server & Informix database administration & support
* Network, server and website monitoring
* Backup monitoring & administration
* Administration of group telephone system - Avaya IP Office
* Administration and troubleshooting of company mobile phones
* ISO 27001 Information Security, ISO 9001 Quality Management

**NHS Confederation, Leeds, West Yorkshire Mar 2015 to Jun 2015**

**Contract IT Engineer – Applications Support**

* Providing 1st / 2nd / 3rd line support
* Network troubleshooting & administration – Windows 2008 / 2012 Server, Citrix Xenapp, VMware
* Support & administration of Exchange 2010
* Acting as primary on-site support contact for Finance, HR, Payroll & CRM Software
* Installation of new hardware & software

**Wood-Mitchell Building Group, Pudsey, West Yorkshire Sep 2011 to Mar 2015**

**IT Support / Systems Administrator**

* Providing 1st / 2nd / 3rd line IT support ( on-site, telephone and remote ) to 6 divisions
* Network troubleshooting and administration – Windows 2003 / 2008 Server, AD & GP
* Support & administration of Exchange 2007
* Troubleshooting, administration and extending functionality of MS Dynamics AX ERP System
* Backup & security administration
* Installation & configuration of hardware and software
* Virtualisation of servers & workstations - VMware & Hyper-V
* Design and implementation of web based software solutions - MYSQL and PHP
* Design and implementation of divisional websites – Dreamweaver
* Disaster recovery planning & testing across group sites
* Administration of group telephone system - Avaya IP Office
* Administration and troubleshooting of company mobile phones

**The Weston Group, Leeds, West Yorkshire Oct 2010 to Sep 2011**

**Technical Solutions Engineer**

* Providing 1st / 2nd / 3rd line IT support ( on-site, telephone and remote ) to external customers
* Network troubleshooting and administration – Windows 2003 / 2008 Server
* Support & administration of Exchange 2007 & 2003
* Installation & configuration of hardware and software
* Design and implementation of web based software solutions
* Pre-sales consultation
* Building Digital Video Recorders
* Configuration of Aastra MX One / CMG software

**Dalesedge Ltd., Leeds, West Yorkshire Aug 2007 to Oct 2010**

**Contract Support & Software Analyst/Developer**

Own company set up to offer IT support services & short term cover to SMEs operating networked PCs with Windows Server and Exchange.

* Hardware & software support – On site, telephone and remote
* Network troubleshooting and administration
* Installation & configuration of hardware and software
* Software design & development

Contract clients:-  
Sep 2010 – Oct 2010 Denso Marston Ltd IT Support

Jun 2010 TSYS / Dimension Data Avaya IP Telephone Rollout

May 2010 Balfour Beatty / 2e2 Pinderfields Hospital – PC Rollout

May 2010 2e2 Unison - Office 2007 Rollout

Feb 2010 - Apr 2010 Fujitsu / 2e2 Post Office - Branch Router Rollout  
Sep 2009 - Dec 2009 Centrica / Phoenix British Gas - PC Re-location

Jul 2008 - Mar 2009 ITV Software Development ( Informix 4GL )  
  
Supported clients:-

Saville Heaton & Co. Ltd. Development & support of Alpha 5 bespoke applications

DCP Ltd Installation and support of servers ( Windows 2003/2008 ), and

MS Exchange 2003/2007 for DCP customers.

GIPSIL Windows SBS & XP, MS Exchange, VPN & LAN

Support

Applebys Solicitors Windows SBS & XP, MS Exchange, VPN & LAN Support

**Saville Heaton & Co. Ltd., Dewsbury, West Yorkshire Jul 2006 to Aug 2007**

**Contract Software Analyst/Developer & Support**

* Ongoing development & support of Alpha 5 bespoke ERP applications
* Network troubleshooting and administration – Windows 2003 Server
* Covering for IT Manager while on extended leave

**ITV Yorkshire, Leeds, West Yorkshire Aug 2005 to Jul 2006**

**Contract Software Analyst/Developer**

* Analysing requirements & producing Informix 4GL solutions, on Solaris, for the ITV Network Scheduling System
* Creating new and amending existing shell scripts for overnight batch processes

**Saville Heaton & Co. Ltd., Dewsbury, West Yorkshire Oct 1999 to May 2005**

**IT Manager**

Responsible for all aspects of IT including: Definition & implementation of the Company’s IT Strategy; Analysis of business requirements and development & implementation of bespoke applications; Supervision & selection of support staff; Hardware & software support; Ownership of all IT / Telecoms Projects; Internet access and security; Producing management reports; Remote access to email; Ownership of the IT budget; Intranet development and security; Applications software training; Unix & NT Systems administration; Software & systems documentation; Systems & data security; Selection & configuration of new hardware and software; Software licensing and version control; Management of hardware & software maintenance contracts.

**Key Projects Undertaken**

* Implementation of Sage Line 50 Accounts Software. (2004/5)
* Redevelopment of Informix bespoke software onto Alpha 5v6 - ERP system (2004/5)
* Re-design of company web site (2004/5)
* Selection, project management & installation of Avaya IP Office Telephone System (2003)
* Migration of workstations from Windows 95 to Windows 2000 & XP
* Migration of Informix database & CHUI based applications from SCO Unix / SE / 4GL to GUI based applications in D4GL / Windows NT / Dynamic Server - ERP System
* Installation & configuration of Informix Dynamic Server on Windows NT 4
* Design, development & implementation of company accounts software in Informix
* Supervision and mentoring of additional IT staff
* Disaster recovery planning
* Year 2000 audit
* Conversion from continuous pre-printed stationery to A4 laser printed on demand forms.
* Installation, configuration & testing of: PC based payroll system; NT based server for internal & external e-mail; internet access and fax; networked laser printers; Windows XP, 2000, NT, 95 clients.

**SinglePoint (4U) Ltd. Stoke-on-Trent Jun 1999 to Jul 1999**

**Contract Analyst / Programmer**

* Development of operational software in Informix 4GL, on AIX, with links into Tetra CS/3.

**Atos Ltd., Rochdale, West Yorkshire Sep 1998 to Mar 1999**

# Contract Analyst / Programmer

* Development, testing & implementation of departmental ordering system, written in Informix 4GL ( with accompanying Unix shell scripts for overnight batch processes ) on Unixware & Solaris, for Co-operative Retail Services Ltd.

**The Medical Defence Union Ltd., Manchester Nov 1997 to Aug 1998**

# Contract Analyst / Programmer

* Development of 4GL back-end software on HP-UX for the Australian branch, to handle new ‘claims-made’ insurance product.
* Configuration of QuickAddress for batch updating of postcodes on the membership database and development of associated data cleansing Unix shell scripts.
* Development of software ( I4GL and Unix shell scripts ) to match members within external ( marketing ) databases, enabling data validation & exclusion from new membership promotions.

**Dunsford Wesley Ltd. Castleford, West Yorkshire Feb 1997 to Nov 1997**

**IT Manager**

* Upgrading all PCs to Windows 95 / Office 97.
* Introduction of a PC based payroll system.
* Installation of Category 5 data cabling.
* Introduction of e-mail & web site.
* Revision of MRP System.
* Hardware & software support.
* Applications software training.
* Controlling data processing supplies.
* Extraction of management data and production of reports
* Systems administration and operational support.
* Systems documentation.
* Systems & data security.
* Supervision of additional IT staff
* Selection & configuration of new hardware and software.
* Controlling hardware maintenance contracts

**Training Courses Attended**

* One-Q Print Management Technical – Jan 2019
* CSCS Card - Expires End Sep 2023
* Site Safety Plus – Health & Safety Awareness – Jun 2018 ( Expires 30/06/23 )
* Workbooks System Administration Mar 2018
* Salto Technical – Nov & Dec 2017
* IMPAX 6 Systems Administration - Dec 2016
* Oracle 11g - Oct 2016
* Sun Solaris 10 - Oct 2016
* VMware ESXi - Oct 2016
* Aastra CMG 7.5 I & M – Nov 2010
* Photoshop 7 Level 1 - Sept 2004
* First Aid at Work - July 2003
* Outlook 2000 - May 2002
* Introduction to Apple MAC - Mar 2002
* PeriProducer in the VPS/is Environment for Programmers - May 1999
* Administering Microsoft Windows NT4.0 - 1998
* AIX 3.2 Advanced Systems Administration – 1994
* AIX 3.2 Systems Administration – 1994
* UNIX Fundamentals – 1994
* N.E.B.S.M Certificate - 1992
* Apricot VX-NET Network Management - 1990
* VISICAM (Computer Aided Manufacturing Software) - 1989
* Bosch CC100 CNC Machine Programming – 1989
* BTEC National Diploma in Computer Studies - 1984