|  |  |
| --- | --- |
| British national - Non-Driver | Security clearance: CTS |
| IT team lead, Desktop team lead | 2nd line / 3rd line System’s architect, Rollouts, Migrations |

Professional Profile

I am a Microsoft certified professional with eighteen-years’ experience in problem solving, troubleshooting and delivering IT solutions around the world. As team lead, I am dynamic and bold going forward with a can-do and pragmatic approach. My ongoing insatiable appetite for learning presents me with a springboard to consistency during career breaks.

**Objective**

Following a return to the job market and completing two years at Boston service providers, I am keen to secure my next role and begin the last phase of career rebuilding post redundancy.

**WINDOWS & Linux Skillset 1990 – 2019:**

**Onsite, aws, azure & GCP cloud** (**IaaS**)

* + Aws, Azure, Google GCP
  + Implement system based on budget, selecting disks sizing according to project
  + Setting resource and network groups, establishing rdp, Xrdp, sftp & ssh connections
  + Create firewall rules for vm machine using NAT
  + IAM admin of user accounts, password resets, policies and group assignments

(**PaaS**)

* + - Automating backups, restore app from existing library
    - Install PowerShell azure and aws module
    - Create web apps, set app profiles, deploy code
    - Configure containers and hosting servers

**(SaaS)**

* + Microsoft Office365 implement and admin, SharePoint, Outlook, Gmail, Gsuite
  + Exchange online configuration, office365 DNS settings
  + Migrate mail accounts and applications; excel, word, access, PowerPoint

**SCCM & WDT SCCM**

* + - Creating and managing operating system images and tasks
    - Deploying infrastructure, SYSPREP, Windows deployment Kit; extracting .wim files
    - Active directory inclusion creating system management OU delegation
    - Remote builds with PXE boot lite touch installs

**Microsoft server 2019, SharePoint 2019**

* Installing and configuring Microsoft SQL server hosting Microsoft stack fail-over
* Creation and management of user accounts and group assignments
* Managing AD (active directory) accounts, Managing organizational units
* Operations master to Migrate fsmo to alternative server before decommissioning.

**Linux Centos / Ubuntu vms and puppet**

* + - Install and test docker, Install and test Kubernetes, minikube, Install Jenkins
    - Install and test Maven, Gradle, Tomcat, ansible, Terraform, puppet, bash scripts
    - Install and configure BIND, DNS, hosts file configuration, resolv-conf
    - General understanding of grep, sed, awk and samba

**Hypervisors**

* + Microsoft Hyper-V, VirtualBox, Qemu, VMware, Esxi
  + Nested Hyper-V failovers, Virtual networking operation manager, virtual switches
  + Live virtual machine migrations, Disk2VHD conversion of hard disk to virtual disk

**Kubernetes: Online course**

* + - Establishing kubeadm and docker from scripts centos 7, ubuntu 16/19 and RedHat
    - Creating clusters with kubeadm init, adding nodes agents to cluster by kubeadm join
    - Configuring app to pod containers using Google (GKE) (minikube multiplatform)

**Professional Development**

June 2018 - Present

Pursuing cloud technologies with online courses – currently on-course with Google GCP

* Extending aws and azure through online training and labs
* extending Office365 awareness implementation and labs
* Kubernetes, ansible & docker online courses and labs
* Jenkins pipelines, intro to Puppet, Maven software and labs
* Understanding of ITIL, P2V/V2P, IAM, two-factor implementation for Google and Microsoft authenticator.

**April 2016 – May 2018 Boston server provider Saint Albans AL2** Technical **S**upport

During a two-year tenure at Boston server providers, I administered a hyper converged infrastructure housing MSONLINE, Citrix XenServer, azure and active directory. Responsible for user and computer profiles on AD domain. Network patching POE routers and switches. Supporting roaming users.

* I provided a full complement of 1st / 2nd and 3rd line IT services according to SLAs
* Mentored under graduates, appraising their skill sets and setting target areas.
* Office365(O365) admin, post migration user induction and weekly seminars.
* Troubleshooting Microsoft .NET, html and java web portal environments using F12 function key
* Splicecom admin VOIP / POE patching of cisco Meraki and supermicro routers
* Acted as go between to developers and users – provided feedback during Agile scrum and Kanban meetings
* Windows 10 rollout using WDS lite touch build replacing windows 7 image on 100 machines
* Administered ‘Sophos central’ global anti-virus protection - Administered cisco meraki mdm for tracking mobile devices

**January 2014 – April 2016** The Dawah Centre community project Community Project

* Introduced internet chat rooms for the community’s senior citizens
* **ICT** in schools Introduced Linux Lite training for local school with budget restraints
* IT Mentor to years 6 & 7 pupils Microsoft windows alternative
* Studied Python, PowerShell and java scripts online courses
* After hours support to roaming users of Microsoft Office and outlook
* Self-Paced training in SQL server 2008, Exchange server 2010 / 2013

**January 2009 – December 2013** Voluntary ICT Support

* Performed general IT duties for local private school in Luton
* Administered Panda and Avast anti-virus services for schools’ network
* Advised on implementing paper-based ICT principles reflecting modest budget
* Troubleshoot and fix RICOH ecosystem printer issues; ethernet setup, restrict access to printing etc.
* Applying patch updates and resolving driver issues – using creative thinking for old computers
* Raised donations among the local community to replace old kit.

**November 2005 – 2008 December** Skills development

**Microsoft Certified Technician & ICT Teacher training**

* Windows server 2008 server courses (MCT), Microsoft SQL server 2008/ MySQL
* Linux LPIC levels 1/3 administration course, Bash shell scripting
* Teacher training in IT (ICT ) Information technology in schools
* Teacher training TEFL (teach English as a second language

**September 1999 – September 2005** ING-Barings Bank, London ECM2 2nd /3rd line & ITTeam lead

* As HRIT assistant technical architect investigating new technologies
* Team lead to banking staff of eight desktop analysts and call loggers
* Citrix remote terminal administer to BONY (bank of New York USA)
* Novadigm and SCCM imaging, patching and site inventory etc.
* Implemented multi-tenant HCM Oracle databases for dev, uat and prod
* Configured HA fail-over on Linux RedHat and Solaris UNIX

**September 1997- September 1999** Lanwarriors Ltd Contracting

* 3 months - Credit Suisse bank at Cabot Square, Canary wharf - HP project engineer to European rollout
* 9 months - Schroeder’s Bank - I mentored 2nd line support at Schroeder’s Bank - NT4 upgrade - supported fund
* 3 months - Euler Trade Indemnity Canary tower – NT4 rollout and data migration
* 4 months - Morgan Stanley - Project office support team rotation and site migration management
* 3 months - Chase Manhattan Tower Gateway – 2nd line support (chase reporter software and spring net)

**June 1996 – August 1997** 2nd line support

National Westminster Bank, Aldgate East, London

* 2nd line support engineer
* Configured automated tillers with SQL server and Compaq (HP) insight manager
* Deployed Microsoft SMS (sccm) automation to deliver real time nodes to the corporate network
* Deployed Insight manager to monitor and configure remote infrastructures
* Dell desktop and HP oem computers and servers

**August 1995 – May 1996** Civil Aviation helpdesk in London Helpdesk analyst

* 1st and 2nd line call vetting
* First point of communication for helpdesk
* Onsite Network Si engineer based at Civil Aviation covering the national airports
* Administration to UK national airports and air traffic control
* CTS clearance achieved - Call logging and vetting fixes

**SUMMARY**

With self-paced training I have become a container of skills with an array of courses in cloud technologies. I can adapt to most roles, equipped with more than eighteen years transferrable technical skills, I understand code enough to make minor changes by investigation.

**Cover letter**

During my two-year tenure with Boston server providers I was the senior of two IT engineers in first contact situations, travelling between St Albans and London offices and supporting azure sites in Australia and India via telephone and skype for business. Skilled in ‘windows 7’ to ‘windows 10’ migrations WDT and SCCM lite touch imaging to desktops and laptops, I have over two years’ experience of azure, WSUS and Sophos central anti-virus admin. Three years hands-on expertise in Office365(O365, Mimecast and training users in two-factor-authentication and SSO.

I have exposure to Agile scrum and Kanban tools as used to manage projects sprints at Boston. Support incidents recorded and vetted on Deskpro’s aws cloud incident management system. I have long experience dealing with third party vendors ensuring that SLAs are met, and compensation agreements activated in the failure of agreed third party SLAs.

**HOBBIES & INTERESTS**

Pattern & design cutting (clothing), Teaching and Mentoring, aviation and trains, travelling

British composer arranger 1983 – 1986(PRS),

**References available upon request**