**Ross Chaplin**

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**Personal Profile**

* Highly motivated self-starter, professional & responsible
* Excellent and current IT knowledge and ability
* Punctual, committed, with excellent communication skills
* Approachable, efficient and proactive in all situations
* Excellent rapport building, presenting and other soft skills

**IT Skills and Knowledge**

* VMware VCP6.5-DCV
* MCP Server 2012 R2
* CCA XenDesktop 5, XenApp 6.5
* Windows Server 2012, 2012 R2, 2008 R2, 2008, 2003, Windows 10, 8.1, 8, 7
* Skills in Active Directory AD, DNS, DHCP, DFS, Exchange, Remote Access, Remote Desktop, Terminal Services, VPN, VMware, Hyper-V, iDRAC, HP ILO, VLAN’s, ADSL, Routers, Switches, Anti-Virus, RAID configuration, WSUS, Office365, Azure, PowerShell and Firewalls.
* Virtualization skills with VMware, Hyper-V, Citrix XenApp, XenDesktop, XenServer, PVS, NetScaler, StoreFront, App-V.
* MS Cloud Services, Azure, Office 365, Azure DevOps
* Skilled in troubleshooting problems that may arise and solving them in logical steps.
* A+, N+, MCSA, MCP Server 2012 R2, VCP6.5-DCV

**Work History**

**Skill and Funding Agency (DfE) (Contractor) – May 2019 – Present**

**Azure DevOps Engineer**

* Support and maintenance of LRS webapp
* Infrastructure updates using automation
* Azure DevOps – automation using pipelines
* IaaS to PaaS migration
* General Service Improvement and Maintenance

**Irwin Mitchell (Contractor) – Februaryn 2019 - March 2019**

**Solution Architect**

* Assessment and LLD design of server infrastructure to host application used company wide.
* DR planning
* Backup planning
* SQL Database sizing
* Server hardware sizing and assessment
* HLD verification and assessment of proposed solution

**Acora Ltd – January 2018 - Present**

**Technical Specialist – Server Cloud and Messaging**

* Greenfield Azure/Office365 deployment for a startup digital bank. Design and configuration of tenant and Intune policies for Mobile devices including laptops.
* Sophos Cloud AV migration from on-prem Sophos Enterprise
* Citrix XenDesktop 7.15 design and deployment for Windows 10 VDI
* Office365 enablement for existing Citrix VDI deployment
* Server 2003 remediation/removal
* Certificate Services deployment and migration from legacy 2003 based PKI. Two tier deployment with Offline Root and Enterprise issuing Subordinate CA
* Azure SSO enablement for Cloud Apps SuccessFactors and SalesForce
* Azure Backup PoC

**Company85 – August 2012 – November 2017**

**Senior Consultant**

* Consultancy Firm – green field design and deployment of vRealize suite including vCenter, VDP, vROPS and vLogs and hosts.
* Financial Services – vSphere upgrade, 6.0 to 6.5 including upgrade of vROPS and vLogs and hosts.
* Automotive Firm - vSphere environment migration from 4.1 to 6, design and implementation.
* Global Insurance Firm – PKI with root CAs in Azure, included VM encryption, Azure Recovery Services, Lockdown of NSGs, point to VPN and all associated documentation.
* Global Insurance Firm – Troubleshooting of failed large scale migration to Office 365 Dedicated then continued work on the migration.
* vSAN design and implementation using VMware vSphere 6 for a national housing association
* Troubleshooting failing Office365 migration for global insurance firm. Once issues identified and resolved continued on with migration of approx. 10,000 mailboxes.
* Design for new Exchange 2013 deployment to include multi role Exchange 2013 servers spread across two datacenters using DAGs for database high availability and Citrix NetScalers for Client Access and SMTP Load Balancing. Also included was a design for an ADFS infrastructure to enable connectivity with Microsoft Online services so as to enable mail archiving to the Office 365 cloud. Setup of ADFS and AD Connector for syncing to cloud.
* Designed and implemented new AD infrastructure using Server 2012 R2 including re-design of AD sites, DC layout. Demotion of Server 2008 Domain Controllers and raised level of domain. Also implemented Central Policy Store for Group Policy.
* DHCP Server Failover configuration to replace existing DHCP on Server 2008. Cross datacenter failover relationships so as to ensure functionality in the event of a disaster. Drafted a migration plan for network team to implement the switchover scope by scope due to IP helper configuration being needed on VLANs.
* XenDesktop deployment for a global financial services company
* Educational Institution Virtual Infrastructure. vSphere 5, Equallogic iSCSI, Exchange 2010 P2V, DR host.
* Educational Institution domain migration, vSphere 5, HP Procurve switches, Office 365.
* Financial Institution – AD & UC remediation. Investigate failing AD, Exchange, Lync & Enterprise Vault environment. Produce design and remediate discovered issues based on best-practice.
* Defence Contractor – Exchange 2010 migration, set up and configuration of resource forest to host Exchange 2010.
* Local Government, Citrix XenServer, PVS, XenApp, Web Interface, EdgeSight and NetScaler. Multiple sites with HA PVS configuration, HA XenServer Pools, App-V 4.6 SP2 infrastructure. App-V5 infrastructure. Secure area with inline NetScaler as additional security device after firewall with XenDesktop. Pre-authentication policies (End Point Analysis), Disclaimers etc. StoreFront 1.2 and 2.0 administration, configuration, customisation. NetScaler Load Balancing of services.
* City Law Firm, publishing of Exchange 2010 OWA to the internet using NetScaler with clientless access SSL VPN.
* Lots more work done. Too many to mention now.

**Sovereign Business Integration – October 2011 – August 2012**

**Service Delivery Engineer**

* Disaster Recovery planning and implementation.
* Mostly project work, designing, planning, implementing and maintaining technical solutions
* Exchange migrations.
* Infrastructure refresh which included new virtual infrastructure, SAN setup and configuration, VDI on XenApp & XenDesktop, and building of new virtual servers, migration to Exchange 2010 and management server setup and configuration.
* Housing association, XenDesktop migration. VMware virtualization platform, SAN build set up and configuration, Citrix Desktop Lock as a method of re-provisioning old hardware (essentially turned old defunct desktop PC’s into thin clients).
* City Insurance Brokerage. Audit of systems, recommendations for VDI etc and POC of XenDesktop, especially mobile capability with an iPad etc. Exchange migration and build of XenDesktop infrastructure and migration to this platform.
* Migrating on site client infrastructures to tier 3 ISO 27001 datacentre.
* SAN management / expansion.
* VMware infrastructure management, vCentre, DRS, vMotion etc.
* Citrix XenApp and XenDesktop, NetScaler design, administration and implementation.
* Building servers, documenting systems and processes.

**Rock IT Ltd – July 2011 – October 2011**

**Senior Engineer / Helpdesk Manager**

* Supporting clients over the phone and remotely.
* Mentoring / helping / managing other members of the team.
* External Domain management, editing DNS records, mail delivery etc.
* Liaising with external suppliers.
* Exchange migrations.

**FM Conway Ltd – March 2010 – July 2011**

**Senior IT and Network Support Engineer**

* Supporting users over the phone and desk side on Windows XP, Windows Vista and Windows 7.
* Installing and managing Servers, Client PC’s and network peripherals such as Firewalls, Switches, Printers and NAS devices.
* Mentoring/managing 3 junior members of the IT team.
* NAS installation and management, iSCSI targets etc.
* IP camera configuration and management.
* Installing network infrastructure at new company sites.
* Exchange 2003 to Exchange 2010 migration / co-existence.
* Managing WSUS, Exchange 2003 front and back end, Sophos Enterprise Antivirus, DFS servers, RRAS servers, Active Directory administration, Group Policy Configuration, DHCP and DNS administration.
* HP Pro curve Layer 3 switch administration, VLAN configuration.
* Ordering hardware upgrades and new systems.
* CRM 2011 deployment and configuration.
* Re design of company network infrastructure to ensure scalability for new offices.
* Some SQL installation and management.
* Building site to site VPN mesh between firewalls at different offices.
* Creating technical documentation and how to guides.
* Setting up new servers, RAID configuration, Dell iDRAC, HP ILO and Operating System Installation etc.
* Configuring virtual servers using Microsoft Hyper-V, VMware ESXi.
* Mitel VOIP Phone system administration.
* Symantec Backup Exec administration.
* GFI Mail Essentials and Mail Security administration and configuration.

**Education**

1 x A Level (Design and Technology)

5 G.C.S.E A- C including Maths, English and Science

**Personal**

I enjoy swimming, running, playing football and going to the gym. I like to tinker with my PC (custom built by me, water cooling etc) and riding my Street Triple R in my spare time. I like going to the cinema and watching football. Full UK car and bike licence.