Gavin Crichton

(Microsoft Certified Professional)

[gavincr@gmail.com](mailto:gavincr@gmail.com) , [www.linkedin.com/in/gcrichton](http://www.linkedin.com/in/gcrichton)

Mobile: +44 7747007423, 53 Springfield Road, Windsor SL43PP

Nationality British Citizen / South African

Languages: English

**Profile Summary**

Senior systems administrator with over 15 years’ of broad and in depth experience covering multi-vendor systems, applications and network solutions. A versatile, trusted, competent and reliable pair of hands able to work independently as well as in teams.

**Professional Experience**

**UK – Permira Advisers, Senior System Administrator**

**May 2016 – May 2019 -** (Returned to Permira after 3 years in Canada)

Permira is a leading UK Private Equity firm which runs at a fast pace and high security on all tasks.

Recent Projects (While also providing 1-3rd BAU support for 350 users across 12 sites)

* Migration of users from Exchange 2010 to Office 365, decommissioning old servers and infrastructure
* Implement Azure AD Hybrid
* Implement and maintain Azure File Server Sync for all sites
* Decommission Clustered file server and move data & shares to new hardware
* Upgrade Domain Controllers at remote sites
* Implementation of Single Sign-on for all cloud applications and Office365
* File & Print Server migrations and upgrades
* SharePoint Migration from SP2017 – Office 365
* Oversight of global video conferencing services
* Full network and AV technical support at global off site events 3 times and year
* Meraki Access points & Radius server setup and support
* Windows 10 upgrade – built master image and deployed using various tools.
* Managing MSP’s at remote sites
* Managing Mimecast

***Specific Systems worked on while at Permira:***

*Exchange 2010/Office365, Azure IAAS, CommVault Backup, PowerShell, Active Directory, File & Print Servers, Citrix Server, RSA/Duo 2FA, VMWare, VSphere, Hyper-V, IIS, SharePoint/Online, BES (4.1, 5.0 & Fusion), AirWatch,Box,Cisco Video Conferencing, Cisco Call Manager admin. Symantec, Mimecast, Azure AD, MPLS monitoring.*

**Montreal Canada - Targray Technology International, System Administrator**

**November 2013 – March 2016**

Targray is an international organisation spread across 8, I was solely responsible for all Infrastructure and user support reporting to the IS Director who concentrated on developing software

I joined Targray on a temporary basis but was immediately made full time to utilise my experience to upgrade their core infrastructure and complete a workstation upgrades from XP to Windows 7.

Completed projects:

* Exchange 2003 to 2013
* VMWare 4.1 to 5.1,
* Dell EqualLogic SAN & Dell Servers hardware replacement and software upgrades
* Blackberry enterprise Server 4.1 to 12.3
* Dell SonicWALL firewalls at 3 sites

**Specific Systems worked on while at Targray:**

Windows XP/7/Windows 10, Server 2003 - 2012, Exchange 2003 - 2013, Arcserv Backup, SQL 2005 - 2008 Administration, SonicWALL, Dell EqualLogic SAN, Polycom, Terminal Server. VMWare 4.1-6.1, AD, DNS, DHCP, DFS, file and Print Servers.

**UK – Permira Advisers, System Administrator**

**January 2010 – April 2013**

Permira is a global financial company spread across 12 countries consisting 100 servers, 300 users and 4 IT staff. My position as Senior IT Support Analyst includes all levels of support and video conferencing.

Completed Projects:

* Exchange upgrade from 2003 to 2010 & successful migration of user mailboxes to Exchange 2010 with no downtime for users
* Designed and deployed Windows7 64bit image to users across all global offices using Smart deploy imaging. Also did site visits to compete remote sites which has no MSP’s.
* Upgrade Printer servers for all sites to accommodate Windows 7 x64
* WSUS Management and monitoring
* Upgrade of Blackberry servers from 4.1 to 5.0 & transferring users to new BES
* Planning & management of all technical resources at off-site events three times per year.

**Social Business Trust Charity** (Permira donates resources to help with IT Support)

* Migrated all staff from Hotmail to Office365 and Dropbox for storage.

Operational:

* Maintaining backups using Backup exec and CommVault backup File
* Server maintenance and patching
* SharePoint administration, setting scurity on web parts, backups and SQL monitoring
* Blackberry 5.0 troubleshooting including handset maintenance and upgrades, vendor liaising
* Software rollout & updates using login scripts and manual installations for end users
* Video Conference Management for all sites as needed using Cisco, Lifesize, Tandberg & Polycom
* Hardware maintenance and upgrades on servers and workstations (HP & Dell servers)
* Maintaining Antivirus Servers (Symantec End Point) and Windows Update Services
* Supporting end users with requests ranging from general IT problems, MS Office, printing, AD accounts, Email, Cisco phones, network problems, server problems.

**Specific systems worked on:**

* Exchange 2003/2010, PowerShell on Exchange 2010, AD 2003/2008, File & Print Servers 2003/2008, Citrix Sever, RSA Authentication, VMWare, VShpere, Hyper-V 2008, IIS, SharePoint 3.0, Blackberry Ent Server (4.1, 5.0 & Fusion), CRM 3.0/2011, Cloud storage), Office365, Polycom and Cisco Video Conferencing, Cisco Call Manager admin. Symantec.

**UK – Epsilon International, System Administrator**

**October 2006 – Jan 2010**

Epsilon is a global email marketing company previously owned by Double-click. I was the System Administrator for Europe & London offices consisting of 53 users and 6 servers across 4 countries, reporting to New York

* Epsilon initially had no system processes in place soII implemented standard images, group policies, login scripts and automation to rollout standard company software.
* Maintained server updates and patching, user file permissions and server upgrades when needed.
* Migrated all EU users to a new active directory (AD) and exchange server after Epsilon merged with 3 other companies resulting in one corporate AD
* Implemented a central WSUS (Windows Security Update Server) distribution service for all EU sites
* Support and maintenance on Symantec Antivirus, MacAfee, Heat ITIL Helpdesk/Asset Management, Remedy,

**Specific systems worked on:**

Exchange 2003, later upgraded to Exchange 2007, PowerShell on Exchange 2007, Server & AD 2003/2008, File & Print Servers 2003/8, Virtual Servers on Hyper-V 2008, McAfee

**UK – London Borough of Newham, 2nd – 3rd Line Support**

**June 2006 – October 2006 (4 month Contract)**

London Borough of Newham is a council consisting of 8000 users and 100+ servers. I provided Level 2 support to 1st team of 20 Engineers.

**Specific systems worked on:**

Blackberry Ent Server 4.0, Exchange 2003, AD 2003, File & Print Servers 2003, Citrix Server, RSA (2 factor) authentication, VMWare, IIS, SharePoint 3.0, McAafee, Backup Exec

**South Africa - Enterprise Systems Implementation, Consultant**

**01March 2000 – 26May 2006**

ESI is an outsourcing company with 50 clients. I worked as a consultant visiting various sites providing support on the following:

* Administering AD 2000/3, upgrading AD from Server 2000 to Server 2003
* Maintenance and backups of SQL2000
* Migration of SQL databases to new hardware.
* Patch Management - Microsoft SUS
* Exchange 2000/3 administration and backups
* VERITAS Backup - backup scheduling and support
* Maintain & manage Alcatel PABX telephone system including cable patching
* Configuration of network switches
* Desktop support on 2000 / XP

When first joining ESI I worked as a product Manager 2000-2002 for an EDM solution - Powerway

**South Africa - SHARP Electronics, Technician & Supervisor**

**August 1996 – 01 February 2000**

Started as a Field Technician repairing Office Automation products, after 3 months was promoted to Technical Supervisor for 6 technicians

* Implementation of Point of Sale (POS) systems at various customer sites
* Programming of Point of Sale Systems
* Supervising 6 technicians

**South Africa - HIMODE office equipment, November 1991 – 01 March 1996**

* Field Technician on all office automation Technician
* equipment

**Accreditations**

Microsoft Azure Administrator AZ-103 2019

Microsoft Exchange 2010

Microsoft Certified Professional 2008

CompTIA Network+ 2006

MS Access 2000

**In progress**

Microsoft Azure Administrator AZ-103