**CURRICULUM VITAE**

##### **PERSONAL DETAILS**

##### **Name:** Ronald Alphonso **Date of Birth:** 03/10/74

##### **Address:** **Nationality:** British

##### 37 Corwell Lane **Driving Licence:** Full

##### Hillingdon **Mobile:** 07525 162 882

##### Middlesex **Email:** r[onald.alphonso@gmail.com](mailto:onald.alphonso@gmail.com)

##### **EMPLOYMENT SUMMARY**

**November 2018 – Present Healthcode Ltd**

**IT Operations Manager**

Promoted to IT Operations Manager, responsible for all Production and office systems

Managing 1st – 2nd line teams as well as offshore resources

Resolving Technical issues - Managing incidents and escalations

Process and Policy documentation, implementation, External Audits / Pen tests and remediation

Liaising with external suppliers, service providers and managing software licensing

Managing a variety of projects, such as migrating internal applications to the Cloud, AWS migration, implementing CAB approved changes

**July 2018 – October 2018 Healthcode Ltd**

**Lead Technical Operations Analyst**

Lead in operational and technical tasks on new projects and infrastructure deployment, coordinating with internal and third-party resources – gather requirements, design, configuration, support and monitoring of hosted environments

Ensure security awareness and any system weaknesses are controlled / resolved

Documentation of the server configurations including recovery and backup as well as policy and process documentation

Management of technical tasks change control with hosting partners, patching and Pen testing.

Analyse server alert logs and diagnose problems from server trace files

Mentor and train 1st line Operational Analysts

**March 2016 – July 2018 RPC UK (Oracle Platinum Partner)**

**Consultant**

On premise installs/ Migrations/Upgrades/ integrations -Supporting cloud and support offerings / troubleshooting issues -Building environments on Windows and Linux Platforms -Monthly testing of Cloud DR plans -Assisting with writing UAT tests and testing -Assisting with writing UAT Integrations tests and testing -Assisting with designing and sizing solutions for customers

Assisting with writing SAD documentation and other supporting documents

Knowledge article and install documentation creation

**May 2008 – Mar 2016** **Oracle Corporation**

**Application Support Engineer**

Providing Application and technical support for Oracle Primavera Contract Management / P6 Technical Support - Provided application training for new hires - Deliver live Webcast - Support Knowledge contribution Raising defect and Enhancement requests - Provided customer support at Open World event

**Aug 2007 – April 2008 Lambert Smith Hampton -** *2nd Line Engineer*

**March 2007 – Aug 2007 Infomatrix Enterprise Solutions -** *Associate*

##### **Oct 2005 – Feb 2007 Alpha Airports Group -** *1st/2nd Line Service Support Analyst*

##### **May 2004 – July 2005** **London & Quadrant Housing Trust -** *1st line Helpdesk Analyst*

##### **Feb 2002 – May 2004 Fujitsu Siemens Computers -** *Technical Support Analyst*

##### **June 1999 - Feb 2002 Optimal Communications Ltd -** *Technical Support Engineer*

##### **EDUCATIONAL SUMMARY**

##### **1988 - 1991** Ealing Green High School, London W5

**1991 GCSEs**

Business Studies - Information Studies

English language - English Literature - French - Maths

##### **Skills**

AWS – Vmware - Vsphere - Oracle VirtualBox - RHEL - Apache Web Server – Tomcat - FTP - JBoss – Mysql – ESET – AD Audit / Manager Plus

Active Directory - DHCP – IIS - DNS - TCP-IP - Exchange 2012 / Office 365 - Microsoft Team Foundation Server - Microsoft SQL Server - SharePoint – RDP - Windows Server 2012 – 2016, Windows 7 – 10

Oracle UCM – Oracle BI Publisher – P6 Analytics –Oracle BI Publisher – Oracle Databases – Oracle HTTP server – Unifier – P6 – Contract Management - AutoVue – Quarbon

##### **Certifications**

DBS Basic Certificate - 23rd April 2018

Staff awareness: ISO 27001 - 17th January 2019

GDPR Staff Awareness – 2018

SCP - Certified Support Professional

**Udemy Online courses**

AWS Certified Solutions Architect Associate 2019

Microsoft Windows Server 2016

Linux Administration

##### **ADDITIONAL INFORMATION**

**Personal Profile**

I am a punctual and reliable person who works well under pressure. I am able to work both in a team environment and on my own initiative. I have a friendly disposition and a good sense of humour.

I am currently working towards AWS certification.

**Hobbies**

Martial arts, football, cycling, walking, technology, reading.