Debbie Downes

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**PROFILE**

* Possessing developed skills in training, team leadership, project implementation, infrastructure and service desk support for in-house and enterprise companies within an ITIL framework
* Extensive SaaS, LAN, hardware, software, email, networking experience in Windows on premise /Office 365, Azure, Citrix and Virtual platforms with VMWare and Hyper V
* Implemented new projects for small to enterprise/global companies

**PROFESSIONAL EXPERIENCE**

**French Connection (Contract)**

**Infrastructure Engineer March – April 2019**

French Connection is a UK-based global retailer and wholesaler of fashion clothing, accessories and homeware.

Working to an ITIL framework, I'm involved in configuration, design & support of Microsoft Servers up to 2012, Administration of VMWare 5.5 and physical estate including upgrades, migrations, backup, restores, DR, patching, anti-virus, systems management, monitoring, security and reporting.

Management of the Server and Network Infrastructure Platforms.

Incident Resolution and Problem Management.

Technical Resource for Projects requiring technical input and implementation, and the upgrading of systems. Migrating existing infrastructure to cloud based systems with Azure and Office 365. Administration of Symantec Message labs for email security.

**Fuller Smith and Turner (Contract) October -February 2018**

**Infrastructure Analyst**

Fuller's Brewery is an independent, family-run regional brewery. My role involved supporting the IT infrastructure at the Griffin brewery onsite at Chiswick and that of the 380 Fuller Inns in the South East region. I was responsible for 3rd line escalations and project work. Working to ITIL practices, I was involved in configuration, design & support of Microsoft Servers up to 2012, VMWare 6, upgrades, migrations, backup, patching, monitoring, security and reporting, Azure, O365 Exchange email environments and Mimecast services.

**Savills**

**Infrastructure Support Engineer (Contract) May – September 2018**

Savills plc is a real estate services provider with over 600 offices globally.

Working to ITIL and Prince 2 frameworks, I'm involved in configuration, design & support of Microsoft Servers up to 2012, VMWare to 6.5 and Hyper-V virtual infrastructures and Citrix XenApp 6.5.

This includes upgrades, migrations, backups, restores, DR, patching, anti-virus, systems management, monitoring, security and reporting and the support and implementation of O365 /Azure environments and Mimecast services.

Management of the Server and Network Infrastructure Platforms, Incident Resolution and Problem Management.

I’m also a Technical Resource for Projects requiring technical input and implementation.

**Ratcliff IT**

**2nd - 3rd line/Projects Engineer (Contract) March 2018 – May 2018**

Working across a range of customer portfolios for a MSP. I was involved in providing client support remotely and on site and carrying out client projects. Client infrastructure typically was Windows based up to Windows Server 2016 and Windows 10 desktops. I largely built and supported environments, including all customer networks and infrastructure. I dealt with telephony, networks, server and desktop builds, back up and LOB applications, data and email migrations and new infrastructure projects including hardware and software installations. I provided documentation, escalation points and guidance for more junior staff.

**Generator Hostels October 2017 – March 2018**

**2nd/3rd line/Projects Engineer (Contract)**

Supporting a hotel group across various sites across Europe and the UK, providing 2nd to 3rd line support and completing any project work as required such as software/hardware implementation and Virtual server builds. Maintaining the support desk system with Spiceworks. Monitoring backup systems.

Troubleshooting and resolving network issues and liaising with hotel staff over any IT issues. Maintaining the phone system for all hotels. Proactive system monitoring with PRTG.

Software/hardware includes Shoretel, VMWare, Citrix, Windows Server 2008/2012, SiHot booking systems.

**Career break for childcare May to October 2017**

**Netstar December 2016 to May 2017**

**Projects/3rd line Engineer**

Working for a leading managed services provider I was responsible for the following:

Project Engineer and Project Manager of new client projects including software implementation, server builds, email migrations, data syncs and setup of new security systems such as AV/spam scanning/web monitoring/video conferencing, and the setting up of databases and file management systems.

I liaised with various clients across many sectors including marketing, retail, hospitality, and media and attended client meetings on site in locations throughout the UK. I also assisted with 2nd/3rd level support and escalations handling from 1st line team, operating to SLAs and to an ITIL framework, diagnosing and resolving technical hardware and software issues, liaising with clients in a timely manner.

In the role I produced documentation, diagrams and client information for reference and trained and mentored more junior members of the team.

**Mimecast Ltd August 2013 to December 2016**

**Implementation Engineer**

Mimecast is a SaaS company providing email security and archiving solutions.

I was responsible for the managing of technical implementation of new customers and project managing mergers and acquisitions. Designing, testing and implementation plans for new and existing customers from small customers to enterprise and global solutions.

Assisting customers with connectivity between Mimecast and client systems, including on premise Exchange servers, Office 365, domain controllers, databases and firewalls. Assisting customers with the use of the Mimecast services and ensure best practice configuration. Assisting with the deployment of new Mimecast systems and services to customers. Working alongside QA and Development teams to enhance products and services for clients. Investigating and reporting security breaches and threats on or against Mimecast systems. Investigating and preventing virus, spam, whaling and phishing outbreaks on client systems. Troubleshooting of customer problems with in depth analysis of mail flow, journaling and Active Directory using remote session and testing tools. Training customers, resellers and partners via online training methods, policy configuration, troubleshooting mail flow issues, tracking, queues and reporting.

Implementation of add on Mimecast services for clients and the tracking and management of customer trials. Creating FAQ's and Knowledge Base articles and writing technical documentation. Working in a Professional Services capacity to deliver SaaS solutions.

Working in conjunction with other team members to set standards in processes and software and new product implementation. Maintaining JIRA/Confluence systems.

Supporting Mimecast partners and resellers with new projects. Providing industry leading levels of support to all customers at all times often at an enterprise and global level.

**Bluecube Technologies May - July 2013**

**Onsite Support Engineer**

Bluecube is a managed services company. My role was to undertake projects and be a support engineer for the London office and all London based clients, implementing projects, networks, hardware and software installations and providing support to a portfolio of clients which included Harley Street clinics, city stockbrokers, media companies, schools and charities. I travelled to sites in the West End and the City.

**Fifosys Ltd May 2010 – May 2013**

**Systems Engineer/Team Leader**

Fifosys is a leading managed and hosted services company. Over the last ten years of steady growth it has invested heavily in its own hosting infrastructure platform offering cloud computing solutions to its clients based on VMware, Citrix and the Asigra hosted backup platform.  
My role in this company was to perform systems, service desk and network support and documentation, provide team training, leadership and a point of escalation. Major responsibilities included:

* 2nd/3rd level support and escalations handling from 1st line team
* Operating to SLAs and to an ITIL framework
* Identifying and escalating situations requiring urgent attention
* Responding to requests for technical assistance via phone, email and Connect wise portal, diagnosing and resolving technical hardware and software issues
* Systems support for multinational companies including proactive monitoring
* Remote, onsite support and maintenance of a predominantly cloud computing based environment utilizing VMware and Citrix on HP blade hardware and SANs
* Resource to projects team dealing with implementations and installation projects
* Pre- and post- installation support for installation, migration and upgrade projects including network documentation
* Appointed as a team leader and involved in training/inducting junior members of staff throughout
* Operating as support desk and project engineer for government systems based at MOD, Whitehall

**ILX Group plc Dec 2009 – March 2010**

**IT Support Officer**

I was the network and desktop support engineer for staff of a Prince 2 and ITIL course training company, supporting staff and trainers across several sites.

Main responsibilities:

* Providing phone and onsite 1st/2nd technical support and technical training
* 100 staff over sites in Cheshire, Berkshire, London, Netherlands and Australia
* Laptop/desktop/network support with Windows XP/7, Windows Server 2003, new builds and overseeing hardware shipping and procurement
* Supporting new network implementations of technologies/hardware on site and in data centre
* Technologies included Active Directory, MS Exchange 2003, terminal services, printers, remote support, VMware, Sharepoint, several physical and virtual servers on site and at the data centre
* Developed documentation for all staff, including trainers

**London College of Beauty Therapy March 2007 – Nov 2009**

**IT Support Team Leader/ Support Analyst**

Working in a college of further education of around 90 staff users and 80 student users which specialises in NVQ beauty courses. Supported remote assessors.

Main responsibilities:

* Provided 1st, 2nd and some 3rd line technical support
* Network and server administration with Windows Server 2000, 2003 and 2008, Cisco routers, Firebox firewall, 3Com switches, site to site fibre optic link
* Desktop support with Windows XP, Laptop and PC new builds including implementing new deployment server
* Permissions and account management using Active Directory
* Managed backups with Backup Exec, oversaw tape and data management
* Group Policy including software deployment and student permissions
* Maintaining the telephony system with Splicecom and Panasonic Dect Set
* Troubleshooting and resolution of all IT problems, servers, terminal services, printer maintenance, remote support, networking, Windows and bespoke application software support, delegating to 3rd parties and junior members of staff as required
* Maintaining Dell/HP hardware and network over two sites with fibre optic link
* As team leader line managed several IT staff and developed service desk systems
* Implemented Service Desk system, set SLAs, liaised with departments
* Developed and delivered all IT and telephony training to staff members
* Produced all IT documentation and ran IT inductions for staff and students
* Designed and developed projects and procured all IT equipment

**Schocross Associates September 2005 – Feb 2007**

**IT Support technician**

Working for an IT consultancy I was involved in 1st and 2nd line support. Largely remote and over the phone assistance. Supported 250 users over two sites. Logging calls, trouble shooting hardware, software, networks and resolving end user problems on Windows XP. I worked with a 3rd line Infrastructure Engineer who was involved with site visits. Trained staff in MS Office products remotely. Produced documentation for user training.

**Earlier Career Includes:**

IT Centre co-ordinator/trainer in English, Maths and IT June 2003 – Sep 2005

English teacher in Prague, Czech Republic Aug 2001 – June 2002

Online start up Project Co-ordinator at Easy.com May 2000 – May 2001

Network Support technician Jan– April 2000

IT Account ExecutiveMay 1999 – Jan 2000

IT Resourcer/Trainee Consultant May 1998 - April 1999

Personnel Support Civil Service May 1997 – May 1998

**Qualifications, Accreditations and Professional Development**

Microsoft Certified 70/290 Server 2003

Comp TIA Network +

Working towards MCSE Messaging Office 365/Exchange 2016

### BA (Hons) Combined Studies 2:2

###### A-levels: BB

10 GCSEs including English, Maths and Sciences

Cambridge CELTA (English language teaching)

Level 2 Counselling (CPCAB)

**Key Skills, Business Experience & Capabilities:**

Asigra, Active Directory, Azure, Backup Exec, BES, Citrix ZenApp, Dell, DHCP, DNS, Desktop Support, Deployment, HP, LAN, Microsoft Exchange 2003/2007/2010/2013/2016, Group Policy, Office 2013, Windows 7, 8, 10, CRM, Connectwise, Sharepoint, Windows Server 2003/2008/2013/2016, Server Admin and maintenance, Hyper-V, Implementation, ITIL, LAN, Mimecast, McAfee, Networking, Netsuite, Office 365, Printers, Procurement, Project management, Routers, Sage, SCCM, SaaS, Solarwinds, Sophos, Switches, Symantec, Service Desk, Service Now, TCP/IP, Technical support, Technical training, Team leading, troubleshooting, upgrades, conferencing, Veeam, VMware, VPN, WAN, WDS, Websense, Netsuite

Personal Information:

Full clean driving licence for car and motorcycle.

Nationality: British

**References:** Available on request.