**Paul Licorish**

[paullicorish@yahoo.com](mailto:paullicorish@yahoo.com)

<Tel:0786-798-7285>

London

**PERSONAL PROFILE/OBJECTIVE**

I have over 20 years’ experience in the IT industry and have a vast amount of experience in many different IT sectors. I am looking for a contract in the Desktop Support area.

**WORK EXPERIENCE**

**Goldman Sachs August 2019 – Date (temporarily work contracted by Hayes)**

Deployment Engineer

* Windows 10 Deployment and QA checks.
* Connect Lenovo Thin Clients to Network.
* Build Thin Clients with SCCM
* Floor walk Supporting Traders

**Ministry Of Defence UK: February 2006 – December 20th 2018**

Being part of the Identity management team, was my most recent role, which handled user privilege access and a range of security controls across the MoD. The role also included many service desk duties.

Including;

* Overseeing the management of Cyber Ark and the Access control.
* Controlled user privilege access via active directory and group policy.
* Managed MacAfee EPO.
* Trained work colleagues on how to use McAfee EPO and Sophos.
* Managed Lumension Security for Terminal ports lock down
* Trained and offered ongoing support to the Operations department minimising false positives in the SEIM HP open view.
* Disaster Recovery role plays which involved making sure systems could be successfully rolled over to the DR site.
* Composed user guides for the range of software being used.
* Resolved Incidents within a suitable SLA.
* Trained users when handing over systems and business processes.
* Configured DNS using Infoblox.
* Volunteered weekend working patching fiber optic cables and server racking (HP Servers), Building 2012 servers and testing. Involved in Desktop and Wyse Terminal thin client role and configuration deployment.
* SCCM to deploy applications.
* Applications supported Windows 10, Microsoft 365, Skype for Business, Outlook. Share point.
* Windows 10 migration
* Supported clients over phone
* Break fix fixing desktop laptops and printers.

**IT Security Administrator: QBE Insurance Group [Contract] (October 31st 2005 - Feb 2006)**

* In charge of the Spam mail software (Mail Sweeper) installed on Server 2003
* Analysed and filtered spam mail protecting the SMTP gateway.
* Created daily statistics on the type of spam which entered the mail server.

**Disaster Recovery Testing: Lloyds [contract] (12th – 14th October 2005)**

* DR testing at one of Lloyds’ hot sites. Involving impact analysis and mock tests of disasters. I was involved in recording faults and logs which occurred during the testing so Lloyds could be prepared therefore minimising down time.

**Support: Merrill Lynch (Jan 05 – April)**

* Involved in Laptop XP service pack to deployment.
* Provided end-users with technical support.
* Provided on-site support during installations and communicate with technical personnel to identify and resolve SMS installation issues.
* Involved in Configuration of GRAS RSA (SecurID tokens), PKI for user laptops.
* Advised Merrill Lynch Directors on the Wireless vulnerabilities when setting it up off site and at home.
* Supported over 1000 users on Trading floor.
* System testing and checking. Quality Assurance Testing (QA).
* Active directory, user permissions.
* Put workstations in the correct Active directory OU so workstations and Laptops can have the correct security patches updates.
* OU structure/best practices, Group Policy and permission delegation.

**Desktop Support Engineer: Cantor Fitzgerald International (December 2004 – Jan 2005)**

* Bloomberg Setup and configuration.
* Workstation Deployment and Installation.
* Support on trading floor.
* Network configuration.
* Fault solving and hardware repair.

X**P Deployment Contract: Merrill Lynch (June 04 – December 04)**

* Involved in 4000 workstation XP deployment.
* Participated in a migration from Windows 2000/NT4 to Windows XP Pro.
* Audit, stock control, XP pro rollout, XP configuration, network installation, Merrill Lynch in-house software configuration and Bloomberg configuration. Terminal server 2000.
* Configured and installed Janus security software and cams for the Security department.
* Worked on trading floor.
* Guided and supervised new members of staff.
* Delegated tasks to employees within the team.
* Outlook Configuration.

**Senior Web Developer Contract: DEFRA (Dec 02 – 12 Dec 03)**

* Redeveloped and designed the DEFRA intranet with full management control.
* Developed the Disaster recovery departments Intranet site. Displayed DR plans and emergency procedures and analysed them making sure they correct. Also developed majority of the departmental intranet sites.
* Helped Department with technical support i.e. backups, removing viruses from network by installing and configuring Sophos Anti-Virus.
* Involved in the removal of the LoveGate and Ms Blaster virus, which caused denial of service.
* Advised on ways to improve asset security and attended meetings of improving security within the technical support department i.e. adding security devices to LCD screens, monitor software control.
* Held meetings with senior officials looking at future project progress.

**Field Computer Engineer: Hays IT, (Sep 00 – May 02)**

* Contract with Getronics as a Dell engineer visiting their businesses (100% travel liaising with clients) such as Goldman Sachs, Merrill Lynch, Lloyds stock exchange, Ministry of Defense, Deloitte & Touche and other business sectors.
* Worked on financial trading floors and law firms.
* Repaired & configured servers, workstations and laptops.
* Identified problems and provided solutions in emergency callouts.
* Fixed important backup servers, negotiated down times for servers so they could be fixed during working hours.

**Web Developer: Delta, IT Recruitment (Apr 00 – Sep 00)**

* Contract with Worth Global Style Network (WGSN).
* Web developer role redesigned a section of their web site.
* Macromedia Dreamweaver html coding and Fireworks 4 for the graphics.
* Attended meetings looking at progress.
* Team leader of three.

**Database Developer: Benjamin Field Associates (Jan 00- Apr 00)**

* Contracted with Daily Telegraph in Canary Warf.
* Developed a relationship database using Ms Access 2000. The database stored client details and orders made.
* Used Excel to develop graphs and charts for the sales figures for the Spectator magazine.
* Developed a small database that held client contact details.
* Trained staff who were going to use the system and produced a manual.
* Planned a database design for company’s upcoming invoicing system.
* Normalised the structure and also designed the database entity relationship diagram.

**Support: Reed Computing, UK (July 99-Sep 99)**

* Contractor with Videonet shift work.
* Monitored systems, unaccompanied, and assured that the cable TV is running for the public to view in London
* Systems used were UNIX and NT.
* Checked for faults, backed up data and tests to makes sure the films stored on the server were running well for the public to view.

**Part Time Sales: PC World, Staples UK. (Nov 98 – Nov 99)**

* Selling computers, hardware and software.

**Technical Adviser & Trainer: London Staff Bureau Ltd. UK (May 98- Dec 99)**

* Research and advised which type of computer system to implement
* Configure computer system, scanners and installed software.
* Trained staff on office programs.

**Intern, Tech support, Database Developer: AVON Products Inc USA (Sep 96 – Sep 97)**

* Supported more than 100 call center users, installed and configured NT 4.0 workstations.
* Technical support Configured computers, laptops and server hardware. Done daily backups.
* Performed NT4 workstation rollouts for the Baltimore branch call center.
* Business trips visiting client sites configuring workstations to connect to the server.
* Tested and evaluated software.
* Designed an inventory database system and a telephone directory using visual Basic 5 and Access. Attended meetings on site and off
* MVS conversion involved in the support.

**EDUCATIONAL** **QUALIFICATIONS**

**Certificate In Information Security Management Principles BCS** – The Charted Institute for IT 2017.

**Information Technology Security MSc Masters -** University of Westminster Sept 2001- Oct 2002.

* Graduated with Merit. Modules included: Logical and physical security, criminal profiling, risk management and assessment and DR.
* Thesis written: Disaster Recovery/Business Continuity for Businesses Within High Rise Buildings. The thesis included the difference between DR and continuity planning and how to implement ISO17799 into a business risk evaluation methods and continuity planning and how to implement ISO17799 into a business risk evaluation methods and implementation.
* Modules completed: Disaster Recovery Planning, Contingency Planning, Business Continuity, Risk analysis which included using tools such as COBRA 3, risk methodologies such as cost benefit Analyst, I.T. Vulnerabilities, PKI, BS17799, ISO/IEC 17799 standard implementation, Law & Ethic issues, and I.T Security Goals & Procedures.

**Business Information Technology BS Honors Bachelors Degree -** University Of Westminster 1994 -1999.

* MIS Degree

**BTEC National Diploma Business and Finance -** Hammersmith & West London College 1992 -1994. All modules passed

**BTEC First Diploma Business and Finance -** Hammersmith & West London College 1991-1992

All modules passed

**TECHNICAL SKILLS**

OS: DOS, Win 95 Win 98, Win10, Windows Server 2003, 2008, 2012 Windows 2000 Pro, XP Pro. Mac OS Active directory,

Web application: Dreamweaver, Word press, Joomla CMS

Database: MS Access, Oracle 8i & SQL plus

Graphics software: PhotoShop, Illustrator and PageMaker

Software: MS Office, PowerPoint, Project Manager, Visio

Antivirus Software: Sophos Antivirus, Norton Antivirus, McAfee EPO, Opswat

Risk tools: COBRA 3, HMG Information Assurance Standard No.2, Technical Risk Assessment and Risk Treatment (IS1 & 2 Supplement)

Trading Tools: Bloomberg, Reuters, Merrill Lynch In-house software.

Network: LAN, Hubs, Patches, TCP IP, Fibre optics, Infoblox

Security Servers: Cyber Ark, PKI configuration

**Interests & Hobbies**

I regularly attend IT Security conferences around the world to keep myself up to date on technology• I am a member of a gym and regularly participate in a Tae Kwon Do class. •I am an avid deep-sea diver and hold - Rescue Diver PADI certification. • I am an amateur photographer and run my own fashion promotion website in my spare time.