**Lenn F. George**

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**Professional Profile**

IT professional with experience in the discovery, planning, implementation and support of various network infrastructures.

I am motivated to keep learning and having had exposure to a variety of environments, I am able to use my experiences, my knowledge and my skill to adapt then deliver on requests.

**Core Skills**

* Methodical with a detailed approach
* Implement, manage and support networks services
* The continual improvement and expansion of services

**Career Summary**

**Civica, Southern House, Station Approach, Woking GU22 7UY** March 2017 to March 2019

Cloud and Infrastructure Engineer with responsibility for supporting, managing and delivering changes to clients with environments in the public or private cloud used to deliver digital solutions

Key responsibilities include:

* Support and management of network infrastructures that reside in public cloud platforms, on Hyper-V hosts in The Bunker’s data centres (colocation facilities) or in UKCloud’s VMware Infrastructure as a Service (IaaS) offering
* Creation and deployment of EC2 instances within Amazon Web Services (AWS) and/or VMs in the Azure public cloud platforms via web console or occasional use of PowerShell / Terraform Infrastructure as Code (IaC) tool
* Setup of new Active Directory domains on EC2 instances in AWS and/or VMs in the Azure public cloud platforms following 3-tier architecture best practice (where applicable) or on VMs residing on hypervisors in private cloud(s)
* On-going management of newly created and/or existing Active Directory domains within the private or public cloud
* Pre-sales activities which included conversations with stakeholders to design solutions and the create quotes for hosting in AWS and/or Azure public cloud platforms
* Worked with Developers and other team members to make services and resources that allowed for delivery of their application available for use e.g. setup and provided access to the SendGrid SMTP service
* Implementation of standalone offerings from the Azure pubic cloud e.g. storage accounts and the creation of shares to enable the transfer of data between logically segmented networks
* Technical lead for implementation of IT Health Check (ITHC) remediation actions after issues were identified during tests performed by accredited external PCI scanning vendors e.g. removal of insecure protocols associated with cipher suites
* Deployment of EC2 instances and/or services within the AWS public cloud for proof of concept (PoC) exercises, to perform demos and/or assist colleagues as and when required
* Creation and assignment of policies within the Identity and Access Management (IAM) section of the AWS console to enable the management of which users were able to utilise specific AWS services or resources
* Lead on projects to support business needs e.g. research, evaluation then implementation of website monitoring and performance suite used to send alerts to support team or send reports with site availability stats to clients

**London Web, Lismirrane Industrial Park, Elstree WD6 3EE** October 2013 to March 2017

Customer facing Technical Support Analyst/Field Engineer tasked with the delivery of infrastructure support for a managed service provider with clients in different sectors including financial, legal, retail, real estate

Key responsibilities included:

* Management, support and review of multiple 2003, 2008 and 2012 Active Directory (AD) domains
* Implementation of changes across environments to enable better management of objects within AD and to provide improved end user experience
* Customer champion for technical issues and escalation point for team members

**London Web, Lismirrane Industrial Park, Elstree WD6 3EE** October 2013 to March 2017 (cont’d)

* Remote support as well as visits to client site to deliver fixes, implement changes to network infrastructures, attend meetings to discuss and agree upon future deliverables / objectives
* Created project plans, written requirements and technical guides e.g. Standard Operating Procedures as well as documented client solutions
* Led projects to migrate client infrastructures reliant on on-premises servers to the London Web managed hosted cloud offering
* Reviewed the configuration of routers and/or firewalls, implemented changes to improve security and facilitate migration to the hosted cloud offering
* Migration of domains to spam filtering service provided by Spam Titan, along with delivered training to end users

**Urban Science International, The Blade, Abbey Square, Reading RG1 3BE** April 2012 to October 2013

IT Operations Associate with day to day management of resources within Active Directory and the provision of support to Developers during the deployment of new features and/or updates to client applications

Key responsibilities included:

* Delivery of 2nd line fixes and escalation point for other support personnel located within Europe and USA
* Setup of SQL Servers, the creation / administration / management of SQL 2005 and 2008 databases
* Management of access to network shares and printers across multiple sites
* Setup, configuration and enrolment of mobile devices into Air Watch MDM suite
* DFS namespace creation and management of replication targets to ensure data is replicated between sites

**Grass Roots, Triangle Business Park, Aylesbury HP22 5BL**  August 2011 to March 2012

Infrastructure Analyst (contractor) responsible for delivery of 2nd line fixes to reduce escalation to 3rd line teams and day to day management of resources within a multi-site Active Directory forest with Exchange 2010

Key responsibilities included:

* Produced and updated documentation used for processes
* Reviewed processes and streamlined the delivery of support
* Project Lead for implementation of Equitrac Follow You printing solution across multiple sites
* Research, evaluation and implementation of Mobile Device Management (MDM) services
* Remote or desk side support to users across different business sites

**Waltham Forest Council, Uplands Business Park, Walthamstow E17 5SD** April 2011 to July 2011

Desktop Support Engineer (contractor) that supported preparations for the migration from Novell eDirectory to Microsoft Active Directory

Key responsibilities included:

* Imaged client machines and travel to council offices as and when required to provide support on various IT issues
* Customer facing team member who was actively involved in implementing the Equitrac Follow You printing solution, visited offices to confirm functionality of print service, provide training to staff, etc.

**BM TRADA Group, Hughenden Valley, High Wycombe HP14 4ND** February 2005 to April 2011

Systems Administrator with responsibility for the management of Active Directory forest spread across multiple sites

Key responsibilities included:

* Lead team member during the migration from a Windows NT4 domain to Active Directory including the setup, management and/or modification of DHCP, DNS, Group Policy Objects
* Management of access to resources across sites e.g. network shares, print devices
* Administration of Microsoft Exchange environment whilst supporting the transition from Exchange 2003 to 2007
* Monitored the availability of servers and the services across multiple sites, being proactive or reactive as needed
* Ensured data backup procedures were performed across sites and led data recovery process if/when required
* Setup, configuration, deployment and management of Virtual Machines on VMware Workstation
* Domino server administration including the setup and recertification of Lotus Notes user accounts
* Support to users based in HQ as well as travelled to other sites as required to make changes to the networking environment and/or provide desk side support
* Research, evaluation and implemented 3rd party applications to meet business needs e.g. Antivirus and Spyware suites, msi creation utilities, USB drive encryption suite

Other Positions Held

**Argos Retail Group, Milton Keynes MK9 2NW** August 2003 to January 2004

Contracted Support Analyst: that supported migration of workstations from Windows NT 4.0 to Windows XP O/S, as well as tracked then cleansed 'W32.Blaster.Worm' and other threats from 300+ machines across the business

**Hampshire Constabulary, Hampshire SO22 5DB** March 2002 to April 2002

Contracted as a Support Analyst who was responsible for the administration of a Microsoft Exchange 5.5 environment and provided support to users across multiple sites

**St. George’s University, True Blue, St. George’s, Grenada** October 1999 to September 2001

Infrastructure Engineer who was also a team lead for the 5 member helpdesk. Responsibilities included maintaining Windows servers in an environment with 300+ workstations spread across multiple sites and travel to other sites and/or islands to implement changes or provide support

**Compu-Tec Services, Grand Anse, St. George’s, Grenada** August 1997 to September 1999

Customer facing Computer Support Technician responsible for the building of computer systems and providing support for various small local area networks

**Education, Qualifications and Certifications**

* 2018: AWS Certified Solutions Architect - Associate
* 2013: ITIL v3 Foundation
* 2011: Microsoft Certified Technology Specialist (MCTS)
* 2004: Microsoft Certified Professional (MCP)
* 2000: A+ CompTIA Certified Computer Technician
* 1997: A’ Level Passes in Physics and Mathematics
* 1995: O’ Level Passes and 1 AS Level in English, Mathematics, Physics, Chemistry, Biology, Accounts, Principles of Business, Social Studies, AS/AO Mathematics