**Liam Michael Rafferty**

#### Personal Details

**Nationality : British /**  South African **E-mail :** redlanyardit@gmail.com

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**Own Vehicle :** Yes **LinkedIn :** [http://uk.linkedin/LiamRafferty](http://uk.linkedin.com/in/liammichaelrafferty/)

**Education & Qualifications**

2019 BCS Foundation Certificate in DevOps British Computer Society  
2012 BSc Hons. Computing and IT (Graduating 2019) Open University

2013 Prince2 Practitioner The Knowledge Academy

2013 Associate Member of the British Computer Society AMBCS

2011 Certified under the Cisco CCENT program 640-822 Cisco

2009 IT Engineering Diploma Computer Training Institute (CTI)

**Profile**

A well-presented **Senior Infrastructure Engineer** having over 7 year’s commercial experience in a variety of industries including Finance, Local Government and Retail. Eligible for sponsorship for ‘SC’ Security clearance.

Maintained, administered and enhanced a variety of systems including Windows Server 2012, 2016, Exchange and Linux. Worked in teams of 3 to 8 Engineers providing support to 10 to 200 users.

Experience in **DevOps** includes building and implementing Server solutions in an **Agile** development environment, Liaising with Developers, Testers, and Business Analysts in daily Scrum meetings, and deploying code using GIT

Systematic approach to problem identification and resolution, as well as a track record of providing fit-for-purpose and effective solutions in a timely manner have enhanced client satisfaction and improved client retention. Strong organisational and time-management skills, utilisation of market best practices and ITIL principles have been used to manage and prioritise own workload whilst ensuring effective service delivery.

**Immediately available** for **contract roles**, looking for new challenges and opportunities throughout **London** and **most locations in the UK**.

**Skill Summary**

**Operating systems:** LinuxUbuntu **/** Fedora / Red Hat / Centos / Windows Server 2012 / Windows Server 2008 R2 / Windows 10 / Windows 8.1 / Windows 7 / Vista / XP / 2000 / NT / 95-98, /MMAC High Sierra / Cisco IOS, UNIX ESX6.0, Mac El Capitan,

**Technologies**: AWS, DNS, STP, Active Directory, Group Policy, TCP/IP, IPv4, DHCP, WINS, SNMP, NTFS, routers and switches, Ethernet, LAN/WAN, Terminal Services, RDP Remote Desktop Connection

**Software Packages:** Microsoft Office365 Access / Excel / Outlook / PowerPoint / Word, Jira, Visio, Oracle, Media Wiki, Business Objects, Cognos, Draw.io, Microsoft Dynamics CRM,

**Tools:** Kickstart, ScreenConnect, SSH, Zendesk, Webhelpdesk, Nagios, OTRS, Ultra VNC, Real VNC, RDP, Adobe Acrobat, Veeam, IIS, Samba, Send-mail, Apache, VMware 5.0 5.5 6.0 6.5, Norton Ghost, RPM, Squid Proxy, Putty, Task Scheduler, Ansible

**Anti-Virus Software:** Symantec, PC-cillin, Webroot, McAfee VirusScan, MalwareBytes

**Methodologies & Frameworks:** Agile, Scrum, ITIL

**Hardware:** Palo Alto 3020, F5 Load Balancer, Fortigate 60D Meraki MX400, Meraki MX84 Dell Sonic Wall, and Mikrotik Routerboard Firewalls Cisco 2600 / 2500 / 1841 Routers Cisco 2900 / 3650 Switches, Netgear HP / Lexmark / Xerox / Canon printers, HP, Trendnet Meraki and Ubiquiti Wireless Access points

**Languages/Scripting:** BASH, Java, PowerShell,SQL, HTML, Batch scripting, C#, .NET

**References: Available On Request**

**EMPLOYMENT HISTORY**

**Apr 2019 – Oct 2019 Arm, Cambridge**

*Leading designer of microprocessors, found in just about every device ranging from smartphones to high-performance supercomputing.*

Contracted as a **Datacentre Migration Engineer** to migrate primarily Linux servers to new datacentres inpreparation for decommissioning and evacuation of on-Premises Server-rooms, as part of a Migration Project team of 6. Responsibilities:

* Use Agile, Scrum, and other DevOps processes to participate in the migration project
* Use Jira and Kanban to plan and coordinate server migrations
* Stakeholder management Liaise with stakeholders of varying seniority in the context of service and server migration.
* Perform requirements analysis to ensure the stability and resilience of migrated services.
* Adhere to strict change-control process in the implementation of system upgrades, server and service migrations  
  Peer-reviewed changes raised by colleagues of their system upgrades, server and service migrations
* Use PowerShell to interrogate VMware VCentre servers to gather information about VM configuration.
* Raise detailed requests for change in ServiceNow, including planned steps, available backups, rollback options steps.
* Present high-risk changes to the Change Advisory Board (CAB) for approval.
* Maintain technical documentation, in Confluence Wiki, and phpIPAM
* Migrate Red Hat, Centos, Ubuntu and Windows virtual servers using lift-and-shift methodology
* P2V conversion of Red Hat, Centos, Ubuntu and Window servers. Install and Upgraded VMware tools
* Analyse, and diagnose AWS to On-Premises IPsec tunnel
* Provision and build virtual servers in VMware using templates.

**Skill Snapshot:** phpIPAM, ServiceNow, Jira, Confluence, PRTG, MS AD, DNS, Rubrik Backup, VMware vSphere 6.5, Server Migration, Storage Vmotion, VMware tools, CAB, Change Advisory Board, Change Management, Agile, Kanban, Red hat, Centos, Ubuntu, Server 2012, ITPWDB,AWS, IPSec, PowerShell Requirements Analysis, User Stories, Peer-reviewing changes, Mailman SMTP

**Achievement:** Successfully solved a problem with the Mailman SMTP Relay server running out of disk space.

**Feb 2019 – Apr 2019 Bertram books, Norwich**

*Leading global book wholesaler offering books from 6500 publishers, supplying the book trade in 100+ countries globally.*

Contracted as an **Infrastructure Technician** supporting existing Linux and Windows servers and VMware Infrastructure services whilst being integral to the design and delivery of their technology change agenda. Responsibilities:

* Ensure high availability of infrastructure, develop automation strategies / deployment processes.
* Tune system performance, design, develop and continually improve infrastructure monitoring and reporting tools.
* Develop and maintain configuration and patching management solutions.
* Provide 2nd / 3rd line support 200+ users as part of the Infrastructure Support Team
* Ensure efficiency of LAN including all associated peripheral devices, standalone nodes.
* Ensure the efficient and continuous running and backup of ‘point-of-failure’ devices.

**Skills Snapshot:** MS AD, DNS, VMware vSphere 6.5, Server, Change Management, Red hat, Centos, Ubuntu, Server 2012, ITPWDB, AWS, IPSec, PowerShell, Ansible

**Nov 2018 – Feb 2019 London Review of Books, London**

*The LRB is Europe’s leading magazine of culture and ideas, and is available in print, online, and offline via an app.*

Contracted as a **Linux Systems Administrator** to provide legacy server support during a period of expanding complexity of technology and aspirations to modernise services demanded by the business. Responsibilities:

* Provide technical support and maintenance for the LRB’s digital channel infrastructure.
* Deploy website code to staging, and production servers using GIT, Mysql Database changes
* Patch Production Centos 7 Linux Apache Mysql and PHP (LAMP) servers and scheduling CRON-jobs
* Amazon Web services AWS (IAM / EC2 / S3 / Route53 / CDN Cloudfront) administration, using the console
* Linode Console, GLISH, LISH, and SSH, Managing and administering Ed25519 SSH authorized keys
* Administering the bulk e-mail, 3rd party fulfilment house & troubleshooting DNS issues relating to SPF records
* Perform daily backup operations, ensuring all required file system data are successfully backed up to Amazon S3
* Repair and recover from hardware or software failures. Coordinate and communicate with impacted personnel
* Create, change, and delete user accounts per request. Documenting changes in Codebase, and draw.io

**Skill snapshot:** OSX, Centos, SSH ed25519, Codebase, AWS, Route 53, DNS, SPF, MX, Draw.io, Google Apps Enterprise, GIT, DHCP, TCP/IP

**Achievements:**

* Identified a key reason for website failure and proposed plan to resolve this - to be implemented post contract
* Successfully identified SPF misconfiguration as cause of bulk mail service delivery failure. – post contract work

**Sept 2018 – Nov 2018 Camelot Global, London**

*A leading lottery operator, technology & professional services provider to the UK National Lottery and others.*

Contracted as an **IT Infrastructure Engineer** / **3rd Line Support Engineer** to provide continuity after an *unplanned* *staff loss*, and to design implement and support the client technology needs of Camelot Global across the world. Worked in a matrix environment, reporting into the IT Manager and the Infrastructure Manager. Responsibilities:

* Work in an internationally located team of 8 based in the UK, Ireland, USA, Greece, and Bulgaria.
* Support over 100 internal users, liaise with onsite representatives regarding user issues raised in Jira
* Support Windows Server and Active Directory, Troubleshooting PowerShell scripts.
* AWS (EC2 / VPC / Route53) 3rd Line OS troubleshooting Windows, Linux
* Configure Meraki MX84 Firewall and MS225 Switches for High Availability, and MR42 Wireless Access Points
* Troubleshoot HIP Checks on Palo Alto VM-300 Next generation firewalls using Panorama Server
* Troubleshoot Palo Alto Global Protect VPN using SAML Authentication with Google Apps Enterprise.
* Document changes in Jira / Confluence

**Skill snapshot:** MAC High Sierra, Palo Alto VM-300, Panorama, Cisco Meraki MX84, AWS, Route 53, DNS, SPF, MX, Meraki MS225-24p Switch, Windows 10, Server 2012, PowerShell, Active Directory (AD), Google Apps Enterprise, IPsec, Global Protect, HIPs, GIT, DHCP, Ethernet, Meraki Wi-Fi MR42, SAML, Service Now, Jira, Confluence, Draw.io

**Achievements:**

* Successfully troubleshooting HIP problems with Global Protect SSL VPN and disabling problem item enabled the business to continue its operations
* Designed IP Addressing scheme for the new office in Fitzrovia, which involved taking into account existing sub nets and calculating a suitable slot. This prevented a routing and IP address conflict and ensured connectivity.
* Designed and configured a high Availability LAN for the Fitzrovia Office, ensuring line and device reliability.

**May 2018 – 18 Jun 2018** Study Sabbatical, to prepare for final-year exams and final project  **Open University**

**Nov 2016 – Apr 2018 ASG Worldwide, United Kingdom**

*A global custom packaging solutions provider to the world's biggest home entertainment and consumer brands.* *ASG employs 950 people, operating 4 print manufacturing facilities in Europe with 6 creative services offices worldwide*

Contracted as **Senior Infrastructure Engineer** to maintain and develop aspects of the infrastructure consisting of 150 virtual machines, firewalls, switches, routers, etc. Used principles of DevOps to provide technical assistance to business improvement initiatives and expense curtailment projects. Personal accountability for server administration of over 50 virtual machines, a third of the entire infrastructure, within the High-Availability Data Centre. Responsibilities:

* Assist a DevOps Engineer with Ubuntu Linux, Centos Linux maintenance & troubleshooting, Kickstart
* Plan, design and implement networks LAN/WAN and test site-to-site IPSec tunnels
* Amazon AWS Route 53 DNS, SPF, and MX record management
* Administered Meraki MX400, Fortigate 60D, Palo Alto 3020, Juniper SSG Firewalls and F5 Load Balancers
* Utilise DevOps principles to ensure successful implementation of IBM Castiron Secure Connector Installation
* Install, Configure and administer Cisco Meraki MR42 and Ubiquity Unifi Wireless Access points
* 2nd / 3rd line support of 100+ users responding to tickets raised via Freshdesk or Servicedesk plus
* Microsoft AD Active Directory, Server 2012 and 2106 – PowerShell, account creation and administration Login Script
* Troubleshoot GADS Google Apps Directory Sync and GAPS Google Apps Password Sync
* VMWare 6.0 & 6.5 virtual server administration, Veeam backup administration; Installation of SSL certificates
* Decommission the Cavendish Square Network. Set up Warsaw office network, Cisco Routing & Switching
* Mobile Device Management (MDM) via MobileIron integrated Active Directory
* Use PowerShell to interrogate server / service / user account dependencies to introduce resilience

Worked on the following projects:

1. **The implementation of ManageEngine Servicedesk plus project**

This was in preparation for the “print” side of the business separating from the Spark side of the business in line with strategic objectives. Responsibilities included start to finish, provisioning, installation and configuration of the application server, on a VMware virtual machine running MS Server 2012 in a DMZ, using a back-end 2014 MSSQL server in the secure side of the Palo Alto Firewall.

1. **CastIron Secure Connector project**

The business was pursuing automation of its operations as a cost-saving exercise and needed to orchestrate tasks. Collaborated with a Business analyst in a two-man DevOps team to install and configure the secure connector and configure the Palo Alto firewall to permit the traversal of application-specific traffic between servers.

1. **Warsaw Office Establishment project**The business identified a niche market to exploit and required a point of representation in Central Warsaw. Worked against a tight schedule, on short notice, to complete the on-site installation of Cisco Meraki, Dell and Synology equipment.

**Achievements:**

* Successfully troubleshooting problems with GlobalProtect SSL VPN enabled the business to continue its operations during a VPN outage.
* Successfully implemented a working Castiron Secure Connector server whist working to an aggressive deadline and despite lack of previous experience. This facilitated automation, which translated into a notable cost saving.

**Skill snapshot:** Centos6, DevOps, Cisco Switches, Ubuntu, Palo Alto 3020 Cisco Meraki and Fortigate 60D Firewalls, AWS, F5 Load Balancer, Route 53, DNS, SPF, MX, VMWare ESXi 6.0 & 6.5, Veeam, VLAN, Ubiquiti Unifi, Windows 10, Server 2012, 2016, Powershell, Active Directory (AD), IPSec, GlobalProtect, VPN, GIT, Ethernet, Ubiquiti Wifi, Visio.

**Apr 2016 – Oct 2016 Grace Solutions, United Kingdom**

*A 3rd Party IT Service provider based in the Future Business Centre, Providing services to Charities and businesses.*

Contracted as **System Engineer** to implement LAN / WAN installations to new and existing customers. Provided 2nd / 3rd line support to existing customers’ infrastructure consisting of 3 physical and 30 virtual machines. Worked in a team of 5 members.Responsibilities:

* Ubuntu Linux, Apache, Tomcat7 installation maintenance and troubleshooting.
* Configure DHCP Servers binding MAC addresses to IP addresses
* Document System changes & asset management on SI Portal and Web helpdesk to facilitate staff interoperability
* 2nd / 3rd line support of 100+ users responding to tickets raised via Web helpdesk and Zen desk
* Microsoft Server 2012 in an AD Active Directory environment, Windows 10 Upgrades and PowerShell scripting
* Office 365 reselling licences, migrations – Creating, Maintaining, DNS, SPF records, MX records, PowerShell
* VM deployment on VMWare ESXi 5.5 & 6.0
* Configure and administer Dell SonicWALL Firewalls, Zyxel Firewalls, and Netgear Switches
* Install and configure Ubiquiti Unifi and Trendnet Wireless Access Points
* Webroot anti-virus administration and licensing; VM Ware virtual server administration.

**Achievements:**

* Proactively solved historical wireless network authentication problems, ensuring network reliability and cost saving.
* Identified an improvement area and resolved network issues relating to VLANS. This enhanced network capability.

**Skill snapshot:** Network Design, Ubuntu, Centos, VMWare ESXi 5.5, 6.0, Netgear Switches, Zyxel Firewalls, VLAN, Dell SonicWALL, Ubiquiti, Trendnet, Windows 10, Windows 8.1, Windows 7, Active Directory (AD), Server 2008 R2 2012, VPN, HP Switches, DHCP, TCP/IP, Ethernet, Wi-Fi, 802.11, Office 2010, Java, DNS, Structured Cabling.

**Apr 2014 – Apr 2016 EnlightKS, United Kingdom**

*EnlightKS is a global leader in Learning, eAssessment and User Adoption*

A **System Administrator** maintaining and enhancing infrastructure in the head office and UK Satellite offices. Supported developers in an Agile environment using DevOps Principles, participated in daily Scrum meetings.Responsibilities:

* Red Hat Linux, **Apache**, Tomcat7 installation maintenance and troubleshooting.
* Ubuntu Linux troubleshooting (GUI and Terminal); Desktop and laptop hardware repair
* Use DevOps Principles to provide and maintain the development and production environments
* Plan, Design and implement multiple VLAN Gigabit Switched Network Using Cisco Routers and Switches
* Document company policy in preparation for ISO27001 accreditation.
* Configure and administer Cisco ASA5505 Firewalls and Mikrotik Firewall, Troubleshoot VPNs
* VM Ware 5.0, 5.5 & 6.0 virtual server administration, Veeam backup administration; Installation of SSl certificates
* DNS Management, SPF, MX record management
* Google Apps for Business – Creating, Maintaining, and Archiving Mailboxes
* Microsoft AD Active Directory – account management - Configuring Nagios
* Network connectivity – patching, configuration and troubleshooting networks.
* Use GIT version control to extract latest SCORMs

**Achievements:**

* Successfully upgraded the existing switched network with a Gigabit speed Multi VLAN switched network using 802.1q routing despite budgetary constraints and a tight deadline.
* Initiated decommissioning of an obsolete telephone system in favour of a cloud-based IP Phone solution. This resulted in geographic resilience.

**Skill snapshot:** Ubuntu, Network Design, Nagios, DNS, SPF, MX, Agile, Scrum, Jira, Cisco Switches, Cisco 1841 Router, Vlan, Mikrotik firewall, DevOps, Windows 10 / 8.1 / 7, Server 2008R2, Active Directory (AD), VPN, Cisco VPN, Clonezilla, HP Switches, DHCP, TCP/IP, Ethernet, Wi-Fi 802.11, Office 2010, Centos, Java, Structured cabling.

**Earlier Career History in IT Support available on Request**