**RAD ITC LTD**

**www.raditc.com**

**(Richard A. Dakin) - SC Held**47 Brecks Crescent, Rotherham, S65 3HU

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Date of birth: 14th January, 1985

**Education**

Oakwood Comprehensive School: Sept 1996 - July 2001

GCSE Subjects: Maths, English, Double Award Science,

GNVQ (Greater National Vocational Qualification) Information Technology at Higher Level

**Continuing Professional Development**

2008 - MCTS SharePoint 2007 \ WSS 2003

2010 - Prince2 Foundation course

2012 - TFS 2012 Administration and Development

Biztalk 2010 Administration and Development

Windows Server 2008 / R2 / CORE Administration

Windows Server 2012 / R2 / CORE advanced administration and automation (PowerShell)

IIS7 Administration

ITIL Foundation

2014 - Several CISCO based refresh courses network administration and firewalls

F5 introduction course and iRule introduction course

2015 BootStrap Fundamentals, BootStrap Intermediate courses

HTML5 Fundamentals course

Wordpress administration, installation and maintenance courses

MS Dynamics Course

Server 2012 refresher course

2017 Extensive training in PowerShell, DSC (Desired State Config)

Chef on Windows eLearning

Microsoft Azure and Hyper V – 2 courses

2018 MCSE Server 2016 Cloud (50% through)

2019 Terraform, Docker, Git, Ansible training courses

**Richard Dakin**

I have over 10 years experience in the IT industry. Working in commercial, private sector and the public sector. Working within heavily regulated industries including banks, financial services and the prison service. All relying on 100% uptime which serious revenue, share price and regulatory penalties involved. I have strong analytical, troubleshooting and project management skills. I am a true self starter who is relied on and left to manage their own workload and tasks with a proactive nature. I have coached staff and trained many transferees into the team and junior staff on complex applications as well as business level training to end users. I have a proven track record of coming onto complex projects and improving stability in both design level and already in place system through configuration performance changes using in depth monitoring techniques and best practices to stabilise and improve systems through architecture. I am confident self-starter who thrives on learning the way things work to understand applications from the ground up. Though I am not a developer, I have a sound understanding of how several coding languages are used and implemented.

Although I work in IT, I have an acute understanding of business practices and processes. I am as happy working alongside a director of a department with zero technical understanding obtaining business requirements as I am working with a software architect discussing how the application is designed. I am an end to end analyst. I wish to understand both the technical side and the business usage / End user.

In my spare time I also design, supply and fit extremely low voltage PC’s for the automotive industry, concentrating on the in-car entertainment industry for VAG based vehicles.

**Key Skills**

Wintel implementation • Wintel infrastructure design • Cloud and hybrid solutions • IaaS • SaaS • F5 Networks BigIP and LTM • Automation • Packaging • Server Hardening • Web Security • SharePoint Technologies • Aptean Pivotal CRM • BizTalk • .Net based custom application • Windows Servers (all versions) • Windows environment architecture • Networks (DNS, DHCP, CheckPoint Firewalls, BigIp F5, NLB, VLAN, WAN) • Active Directory • IIS • Apache • VMWare • Infrastructure Operations • Technical Leadership and Coaching • SQL Server 2005, 2008, 2012, 2016 including clustering, replication, stored procedures, SSIS, design and implementation and MI querying and maintenance • DevOps Windows Stack • Business and stake holder management • Infrastructure Design • Incident Management • Powershell • BizTalk (2006 and 2010) • Data centre design • Migrations • Re-architecture • PCI Compliance • ISO 2001 • Server hardening • IT Security • Low Voltage PC Design • IT Hardware • Automotive electrics • HPSA • CSA • Chef • Ruby

Career Summary

**Ministry of Justice (Contract)**

**Dev Ops Consultant / Azure Migration Architect**

**December 2018 – Current**

* Senior Consultant –Windows SME and Azure Migration SME in an Agile environment
* Architected as a team of two, the on prem to azure migration of two secure prisons.
* Supplier and stakeholder management
* Translated technical requirements, constraints and future design into non technical presentations for a mainly non technical team
* Acted as Technical Service owner for 2 prisons and their architecture
* Terraform, Ansible, Docker, K8’s, Azure automation, Git some minor jenkins work (as this was being replaced by Circle CI)
* Extensive PowerShell tooling for use within the Prison network
* Took support and ownership of two prisons. Owning all points of the data center and domain, AD, DHCP, DNS, LB, OS, EUD’s, SCCM, RHEL Servers
* Technical standard owner for the PFS (Prisoner facing services) team
* Design, produce and document Automation standards in both current mode and future modes of operation
* Extensive PowerShell and Ruby scripting language experience. IIS PowerShell SME.
* Cloud space on premise and off premise, IaaS, DBaaS
* Design Study, critique, amendments and over all “tech spec” governance in the IIS and Windows 2012 / 2016 space and all Windows patterns in both T-Shirt and Security standards
* Designed infrastructure OS layer, through to network layer (Firewalls and Load Balancers) and DR services both on prem and in Azure
* Extensive “to the cloud” migration experience. Both lift and shift and re architecture of client on prem into the off prem cloud. Design, solution, build and automate.
* Modelling Infrastructure code / solution design of infrastructure code
* High and low level diagrams of pre implementation infrastructure and post implementation infrastructure
* Design of Windows automations, workflows and code modelling for other junior developers

**IBM UK (Contract - Subcontracting to Lloyds Banking Group)**

**Senior Infrastructure Developer / Windows Dev Ops - ePlatforms**

**September 2017 – Current – Largest off Prem migration ever undertaken in the EU**

* Senior engineer – responsible for critical delivery components – Chef, IIS Migration, Technical Delivery, Wintel SME.
* Leading the IBM Chef automation team – Automating / packaging 1800 + applications within Chef from existing automation suite.
* Product owner of all technical standards for Chef automation within the migration in the Wintel stack
* Design, produce and document Automation standards in both current mode and future modes of operation
* Extensive PowerShell and Ruby scripting language experience. IIS PowerShell SME.
* Reduced incoming project cost on automation for IIS by over a million Dollars. By creating an automation that “writes code you” based off existing infrastructure. Increasing capacity and through put of the entire IBM Wintel Delivery team
* Cloud space on premise and off premise, IaaS.
* Assistant team leader / manager - taken on many TL roles and functions - Escalation point for Wintel Project Delivery team for IT Security, Clustering and IIS based escalations.
* Resource Management / Engagement
* Act as Go To for IBM staff new to the banks infrastructure on design, integration and automation in the Windows stack
* Design Study, critique, amendments and over all “tech spec” governance in the IIS and Windows 2012 / 2016 space and all Windows patterns in both T-Shirt and Security standards
* Designed infrastructure OS layer, through to network layer (Firewalls and Load Balancers) and DR services for everything from 2 site small WFE systems to multi billion pound transactional payment systems serving thousands of customers per day. True “CAT A” and HA systems with service, security and stability at its core. Using technology from Microsoft HA Multi subnet clustering with App and IIS tiered infrastructure across multiple sites.
* Extensive “to the cloud” migration experience. Both lift and shift and re architecture of client on prem into the off prem cloud. Design, solution, build and automate.
* Standard / pattern creation for move to Chef from HPSA toolset. Moving away from “old hat” ways of managing automation into new CI pipeline and working more agile as a team
* Modelling Infrastructure code / solution design of infrastructure code
* High and low level diagrams of pre implementation infrastructure and post implementation infrastructure
* Design of Windows automations, workflows and code modelling for other junior developers
* Creation of reusable function tools in PowerShell, such as server scanning scripts that defect windows weakness’ and breaks from best practice in the IIS space
* IBM “Go to” SME for IIS and Windows 2012 / 2016 space on the LBG account
* Extensive mentoring, training and management of junior technicians
* Extensive IDM (Infrastructure delivery management) across major complex projects
* Act as TSM (Technical Solution Manager) for IBM on the LBG account for projects that are inbound with no CIO alignment.
* Working with Chef on Windows extending the PowerShell DSC integration
* Stakeholder management
* Extensive third party management / review of practices.
* Extensive third party integration into both IBM and the clients infrastructure.
* Client Engagement / Management
* Technical SME for Client and IBM
* Technical IIS and Windows security SME / Advising and enforcing IT security within the client IaaS
* Active Directory LightWeight Directory Services SME for the team, automation, data amendment and pattern creation for DMZ oriented services where ADLDS utilised.

**Lloyds Banking Group (Contract, extended)**

**Senior Infrastructure Developer / Senior Technician**

**September 2015 – Current (now moved to IBM)**

* Project role, engaging projects at design and study stage to act as SME for Windows web servers and staying engaged through the route to live
* Design amendments, challenge, best practice and security / hardening
* Design and implementation of IIS tailored solutions
* Design and implementation of automation practices for IIS and Windows Cluster solutions
* Challenge and improve designs created by architecture team involving web based infrastructure
* Extensive Application Discovery, design and automate pre-existing solutions
* Supplier management and third party management
* Requirements gathering, documenting and translating into fully functioning architecture
* Cluster SME. Windows 2012 HA, AG, SQL, DFS. Extensive knowledge building and automation of cluster based practices
* SME web security and best practices for IIS role infrastructure
* SME web packaging, automation, continuous integration using PowerShell and DSC
* Extensive automation development, creating “generic” and re-usable automations to ease life of Project and BAU development and support of infrastructure
* HPSA, CSA and custom written automation tools
* Design and implementation of load balancing solutions engaging other technical teams to achieve design
* F5 Load Balancer SME within the team
* SSL SME within the team
* DNS management
* Server building
* Ad hoc development, .net, C#, HTML, PowerShell as required to complete requirements
* Taking third party software and changing to fit strict banking security policies, advising third parties of best practices and policy management
* High availability and consistent design practices
* Technical documentation to banking standards

Windows 2000, 2003, 2008 (R2 and Standard) 2012, IIS, .Net Framework 2.0 and 4.0, bespoke apps and OOB, MQ Websphere, SQL 2000, 2005, 2008, 2012, SSIS, T-SQL, SharePoint WSS 3.0 and MOSS 2007 /2013, CISCO network devices (routers, checkpoint, switches etc), F5 BigIP, MVC, ASP, VB, Access, C#, Java, Tomcat, SSRS, DTC, SMTP, SCCM, RADMIN, TFS, SQL 2005, SQL 2012, SQL 2014

**Pearson PLC Technical Architect** (ARM(Application Remediation and Migration Programme))

**December 2013 August 2015**

* Global Initiative run in “pocket” teams across the Pearson IT structure. To mitigate global risks to learner data and ensure its appropriate protection. To enhance audit capabilities to prove that Pearson applications are secure. To achieve cost reduction and optimization. To resize Pearson's global technical footprint.
* Take SME / Technical Lead position on all migrations.
* Migration covered datacenter to data centre but also remediation of 2003 server to 2008 R2 or 2012, dependent on technology.
* Discover, Document existing applications in place. Covering 5 data centres, 90% of software unknown at this level.
* Document all firewall rules, 90% of systems were undocumented, this included discovering firewall rules and touch points in place using several different network techniques, such as NMAP, Telnet, NETSTAT, WireShark, log interrogation, router interrogation. Complete network level architecture diagram with all touch points.
* Some ethical hacking required. Several companies Pearson had acquired did not document password, hacking into SQL, third party software and some windows servers was required to obtain credentials for ethical purposes.
* Architect PCI or non PCI compliant infrastructure for replacement / migration of current infrastructure. 80% Server 2012 / 20% Server 2008 R2
* Create hardening plan for new architecture, such as closing ports unrequired, turning off services none required, AV installation and group policy configuration.
* Create deployment / migration plan of software, granular level, including deployment instructions. Ideally with zero impact to the customer / user base using techniques such as DNS failover and BigIP iRules or pool switching to minimise impact.
* Present migration to CAB / board of peers answer any technical / non technical questions as required regarding architecture decisions, take on feedback and amend if required.
* Undertake or management SQL database migration including build, backup and restore / migration. User accounts and jobs etc
* Devise test plan and complete testing.
* Deploy application / website to new architecture.Noting all bugs and raise PCR’s to fix issues. Documenting all additional config / configuration changes required and feeding back into overall documentation.
* Make sure that proper completion and change control procedures are well followed.
* Analyse various logs file/ Trace file for any application related issue.
* Hand over application to BAU team once migrated and act as 2nd line support for BAU team if required for a period of time thereafter.

Environment:

Windows 2000, 2003, 2008 (R2 and Standard) 2012, IIS, .Net Framework 2.0 and 4.0, bespoke apps and OOB, Linux, MQ Websphere, SQL 2000, 2005, 2008, 2012, SSIS, T-SQL, Oracle Developer, Toad, Foglight (Dell), NewRelic, Apache, Wordpress, Mongo, PHPBB, SharePoint WSS 3.0 and MOSS 2007 /2013, CISCO network devices (routers, checkpoint, switches etc), F5 BigIP, Filezilla server, Zengenti Contensis CMS, Adobe CQ, Genifax, MVC, ASP, VB, Access, C#, Java, Tomcat, SSRS, DTC, SMTP, SCCM, RADMIN, TFS

**Pearson PLC / Edexcel Org Application Specialist / Application Support - Feb 2008 to August 2015**

* Partial home based / remote working.
* Application installation, tuning, and general system administration.
* Provide Application support to business (Level 3/4 support) End Users and third parties.
* PowerShell, batch file scripting and some VBA. Automation of process and user orientated tasks such as disk maintenance, tidies, application restarts, backup’s and monitoring.
* Some C# writing to develop UI based automation for end users.
* Extensive SQL experience, 2000 through to 2012 installation, configure, tuning, T-SQL writing, stored procedures, some SSIS and job writing.
* Delivered 3rd level technical support to current, new business applications. Extensive technical diagram’s, work instructions (none and technical) and hand over documentation to 1/2/3 line teams.
* Ensure 99.9% uptime on sites handling 3+ million hits a day and all related services in a 3—4 tier architecture.
* Ensure that proper completion and change control procedures are well followed. Wrote best practice on deployment documentation for CAB presentation and test plans.
* Ensure project work is “fit for live” by being involved at ground level and feeding production best practices into the project.
* Extensive log analysis on all platforms.
* Performing new and emergency releases/changes.
* Out of hours support on 1in4 rota 24/7 on-call.
* Third party management and relationship ownership.
* SME and IT Technical Authority on Pivotal CRM system for all of Pearson UK business. Responsible for upkeep, maintenance and patching plus day to day ticket support for £100M platform. Well known in the CRM industry. Aptean (third party) use Pearson infrastructure and implementation as “best practice” example of Pivotal CRM.
* Technical Lead / Project manager on multiple million pounds + 1800 user base upgrades
* Extensive experience in Windows patching large (3500+) estates via Bladelogic / WUS
* Ownership of testing and pre-production sign off of CRM platform and other .net best systems.
* Stakeholder management from users to VP level.
* Application scaling – interpreting performance testing stats and scaling as required to meet peak periods of usage.
* DR creation, replication and management.
* Team management (contractor team) and mentoring / training
* Off-shore work, based in Kuala Lumpur on behalf of Pearson training and implementing off-shore team for 1st line role.
* SME for all MOSS and WSS installations on wide corporate enterprise bases.
* Extensive experience with NLB (F5 BigIP, Server Iron and Windows NLB).
* Firewall CheckPoint, DNS, DHCP.
* SSL Certificates.
* SSRS report writing.
* Creation of CMDB for all secure credentials using best practices and latest internal security methods.
* Build software packages in SCCM for deployment to Windows 7 users.

Environment:

Windows 2000, 2003, 2008 (R2 and Standard) 2012, IIS, .Net Framework 2.0 and 4.0, bespoke apps and OOB, Linux, MQ Websphere, SQL 2000, 2005, 2008, 2012, SSIS, T-SQL, Oracle Developer, Toad, Foglight (Dell), NewRelic, Apache, Wordpress, Mongo, PHPBB, SharePoint WSS 3.0 and MOSS 2007 /2013, CISCO network devices (routers, checkpoint, switches etc), F5 BigIP, Filezilla server, Zengenti Contensis CMS, Adobe CQ, Genifax, MVC, ASP, VB, Access, C#, Java, Tomcat, SSRS, DTC, SMTP, WMS Delta Warehouse management, SCCM, TFS

**Pearson PLC / Edexcel Org On-Call Duty Manager / Major Incident Manager - Jan 2010 to August 2015**

* Single point of escalation / contact for all major incidents affecting Pearson Core region business out of hours (24 hours a day at weekends)
* Single point of contact for all software automated alerting platforms for Pearson Core region business out of hours (24 hours a day at weekends) generated by Foglight or NewRelic, or other automated platforms.
* Management of UK and offshore team of System Specialists to analysis and resolution of major incidents.
* Management and completion of all business communication and stakeholder communication paths including feeding up to senior management.
* Responsible for change and incident management to resolution for on call issues. Making business critical decisions for a business with 5 million + external customer base and 37,000 staff. These decisions can impact revenue, and share price plus we are heavily regulated by the OFQUAL and other regulatory bodies.
* Certain systems have a 1 hour unplanned outage limit, over this the company is fined.
* Handover to BAU teams during office hours, stakeholder reports and lessons learnt based off incident management and RCA.
* Problem management for incidents that occur after hours.

**Edexcel Org Service Desk Analyst / External second line support - June 2007 to February 2008**

* Internal Service Desk analyst for Edexcel as a charity, roughly 2,000 user base
* Active directory maintenance
* Customer Service
* Management of user leaving and joining the company, account completions and access
* Remote desktop support to externally based employees running on none Edexcel equipment
* First and second line support for Pearson’s external marking system “ePEN” which included Java and windows support.

**2 year travel gap spent touring Europe. Worked in Javea, Spain. Brussels, Belgium where I met my Fiancé.**

**Gamebattles.com /Owner / Creator – 2001-2005**

* Shared ownership of small web based company supplying range of gaming ladders and support for the predominantly US market at the time for Xbox and PS3 platform.
* High profile third party management, dealing with Ubisoft, Sony, Rapture.
* Managed customer services via forum and ticket system
* Managed a team of volunteers and buy in staff on the site
* Managed a team of volunteer referees who oversaw the gaming ladders
* Created events and sponsored events with third parties.