# Craig Lowrey

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## Personal Summary

I am a multi-skilled engineer with a vast amount of experience working for a leading multinational FTSE 100 company. I have worked as an engineer in an Enterprise Cloud and Hosting based environment since 2012.

I am professional and self-driven in my manner, diligent in my work and able to articulate technical information in a way that can be easily understood by all stakeholders.

I am currently studying towards a VCP re-certification in VMware. I have also taken Pluralsight courses in Microsoft Hyper V, Office 365 and Amazon Web Services (AWS) in order to increase my skillset.

## Areas of Expertise

* Microsoft Technologies
  + Windows 2003, 2008, 2012 & 2016
  + Active Directory
* Virtualisation
  + vSphere 4.0, 5.5, 6.0 & 6.5
* Enterprise AntiVirus
  + Symantec Endpoint Protection
  + Sophos
  + Trend Micro
* Enterprise Backup
  + Netbackup
  + Commvault
  + Backup Exec
* Patch Management
  + Ivanti (previously Heat & Lumension)
* File Transfer software
  + Connect Direct
  + GlobalSCAPE
* HP Blade Frames and Proliant servers

Knowledge and experience of Cisco UCS, Safeboot, Devicewall, Cryoserver, Exclaimer and Websense Administration and Fault Diagnosis

## Certifications

VMware Certified Professional 4 - Data Center Virtualisation (VCP4-DCV)

Microsoft Exam 70-620 - TS: Configuring Microsoft Windows Vista Client

## Education

Leeds Metropolitan University 2001 - Higher National Diploma in Computing

Park Lane College 1999 - GNVQ in Information Technology Advanced

## Work Experience

**Vodafone**

Infrastructure Support Engineer September 2012 – Present

A 2nd line role with Microsoft and VMware specialties. This is an operational support role covering reactive and proactive fault resolution, customer maintenance including patching, software/hardware upgrades and decommissioning, as well as internal and customer change planning and implementation. The role also includes on-call for high severity faults as well as out of hours change work.

Duties:

* **Reactive and Proactive incident resolution.**
* Plan customer requested changes, including providing an assessment of risk.
* **Peer review 2nd line change assessments.**
* Implement changes to solutions both in and out of core business hours.
* Provide 2nd line fixes to Microsoft technologies, VMware and ESX servers.
* Investigate and follow up on problem tickets where root cause analysis is required.
* Plan and perform remedial action as required to resolve ongoing problems.
* Quality Check newly delivered devices to ensure consistency and stability.
* **Share technical knowledge through local work instructions and a knowledge base.**

**Callcredit**

**Systems and Network Engineer August 2005 – September 2012**

Provide 2nd line support for the whole of the Callcredit Information Group network. My duties included installing, maintaining physical and virtual servers as well as monitoring network security to ITIL standards. The tools employed for fault resolution and administration include Windows Server 2003 and 2008, VMware Vsphere4, Active Directory, Exchange Administrator 2003 and 2007, RSA, Commvault Galaxy Backup and Cisco Firewall Administration. My duties also involved mentoring the junior IT Support technicians.

**Thistle Hotels**

**IT Support Analyst March 2004 – August 2005**

**Provide 2nd line support and desktop support for 55 Thistle Hotels, head office sites and call centres across the UK by resolving software and hardware faults raised by the helpdesk. Users work on all Windows platforms and are connected by WAN technologies. The tools employed for fault resolution include every version of Microsoft Windows, all versions of Microsoft Office, Active Directory, PC Anywhere, Symantec Ghost and other in house applications. The role also involved being oncall on weekends and out of hours as well as working night shifts.**

**HBOS plc**

IT Support Analyst August 2001 – March 2004

Provide 1st line support for the whole of the HBOS network by receiving and processing all faults for computing and communication equipment. Users work on an NT4 platform connected via WAN technologies. The tools employed for fault resolution include Microsoft Windows 9x/NT, Microsoft Office, Exchange Administrator 5.5, Rightfax, Remote Printing, Remote Access and various bespoke applications.

## References

Available on request.