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Danny Doyle

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| Key System Experience & Qualifications | **Active Directory Administration (GPO, DNS, DHCP etc), Azure Administration**  **Microsoft Exchange 2010 Management and maintenance, Enterprise Vault Email Archive**  **Clearswift Mailsweeper secure Email Gateway**  **O356 Administration, Application Support – Microsoft Office 2010, 2013 and 2016, SQL Server 2008, 2012, SSMS 2016, Hyper V, VMWare**  **Group Policy Management, PowerShell VB Scripting**  **SCCM Administration and Maintenance, WSUS Patching Estate, App Packaging and Deployment**  **Windows Server 2003, 2008 R2, 2012, 2016 Management and Support via VMware vSphere 6.x**  **ADFS Deployment and Single Sign-on management**  **Citrix** **XenApp 5.0 & 6.5 - Management and support via Hyper-V**  **AppSense Environment Manager Administration**  **Hardware configuration and maintenance (Desktop PCs, Laptops, Tablets, Video Conference Equipment, Projectors and Phones), OS Support - Windows XP, Windows 7, Windows 8.1, Windows 10, Supporting of in-house applications as part of bespoke sales platform**  **Certero Asset Management and Software delivery, Disaster recovery testing for entire environment**  **ITIL(R) Foundation Certificate in IT Service Management (ITILF)**  **Citrix 6.5 Administration Certificate**  **Financial Planning Certificate, NEBS City & Guilds Supervisory Management**. |
| Achievements / Completed Projects | **Migration Project** – (2019) Windows 7 to Windows 10 – Application testing UAT and rollout  **Migration Project** – (2017) Windows 7 to Windows 10 – Application testing UAT and rollout  **Migration Project** – (2014) Windows XP to Windows 7 – Application testing UAT and rollout  **Office 2010/2013 upgrades** to O365 ProPlus in line with Office365 Migration Project  Design and implementation and rollout of **Windows 10 Group Policy** based on CIS standards  Implemented **Direct Access and VPN solution** via Windows Server 2012 for Swinton Remote users  **Data Centre Migration** – between sites and migration from physical to virtual  **Clearswift Mailsweeper Upgrade from v3.6 to v4.1**  **Head Office Relocation**  **Migration of User mailboxes** from Exchange 2010 on Premise to O365  **Implementation and Rollout of SCCM** – Application packaging and deployment, WIM building and deployment, Windows Clients and Server Estate Patching cycle  **Migrated 3500 users from Citrix XenApp 5.0 to XenApp 6.5** including application compatibility testing  **Decommissioning of Windows 2003 servers** in preparation for End-of-Life; encompassing application compatibility testing |
| Personal Profile | I am a very keen and enthusiastic worker with a can-do attitude and motivation to see a job through to the end no matter how difficult – a good all-round team member. I’m very interested in furthering my career with Training and self-study and online research. One of my strongest attributes is my customer service skills dealing with all levels of Business to VIP’s and my ability to build a rapport and good working relationships with people within the wider business community and with suppliers. As well as those within the Business Systems team, all departments and at all customer levels with the ability to relay technical information to a non-technical audience. |
| Professional experience | June 2018 – Present Department of Work and Pensions Manchester  **Infrastructure Design Engineer 3rd Line**  This contract role was to work as part of a team to bring out-sourced IT Support functions and Infrastructure from a 3rd party back in-house for the DWP. The role involves delivering 3rd line escalation BAU support for circa 90,00 users and Projects working with the various teams in the department and the 3rd Party vendor during the transition period. This covered migrating from HPCA application deployment to SCCM build and application deployment in line with a Windows 7 migration to Windows 10. Office 2013 upgrade to O365, Ivanti Appsense Administration and implementation. Support and server building for deployment of Lakeside Management Service through Nutanix console across the estate, Citrix 6.5 administration and management. Responsible for documenting all processes and procedures and acting as a point of contact and training new permanent employees of the business.  January 2015 – April 2018 Swinton Group Ltd Manchester  **Technical Services - Projects & 3rd Line**  The role involves delivering 3rd line escalation BAU support and Projects for the O365 Migrations, SCCM Application Migrations, Citrix XenApp 6.5, Active Directory, Group Policy, Microsoft Exchange 2010 on Premise and Hyper-V and VMware environments and escalated support issues to a large organisation with over 3500 employees and 350+ branches nationwide. Through management of ITBM/LanDesk touch paper calls, requiring excellent time management and adhering to varied SLA’s dependent on the impact to business systems and areas. Working in a very busy and active team, delivering day to day technical support and project deliverables for the Swinton IT systems as part of the Service Delivery Team.  March 2013 – January 2015 Swinton Group Ltd Manchester  **Desktops Technical Support Analyst**  Managing a 2nd line call queue, faults and requests, an average 200 per week with a fantastic history of exceeded SLA targets.  Identifying root causes of repeat problems logging problem records raising changes to fix them and if necessary escalate them to the correct team all within the ITIL framework.  Windows XP to Windows 7 migration – across the entire Swinton Estate from branches to call centres all departments and areas. Upgrading the Finance system platform to allow migration to Windows 7 whilst maintaining BAU for all areas with minimal disruption.  Virtualisation of or Commercial department from PC to Thin clients to improve the management of the area and applications while keeping the costs to a minimum.  XenApp 5 to 6.5: - Assisting in the planning and rollout of migration of our Citrix platform from 5.0 to 6.5 – this include planning, testing and upgrading our thin client estate to a newer firmware compatible for the new Citrix 6.5 platform – Application testing, Printer setup and deployment  ODIS migration – Planning and implementation of the migration from legacy systems outside of the Swinton domain to the Swinton infrastructure from user accounts to equipment installation (Approx. 300 employees) and on-site support for go-live  July 2011 – March 2013 Swinton Group Ltd Manchester  **Telecoms Support Analyst**  **Alcatel 4760** - System programming platform for the Swinton network – management of the Swinton estate, call routing and programming and MI reporting tools  **Alcatel CCS** – Call routing platform for Call centres and GMS helpdesks  **Alcatel CCA** – Swinton Commercial phone and desktop platform  **NICE Perform** – Call recording facility   * Supports and maintain the Swinton Telephony estate, which is primarily based on the Alcatel OmniPCX Enterprise platform. * NICE platform Management also as a point of call for user access issues and permissions * Fixed Line/mobile estate management - all the accounts and tariffs within the company estate - made up of Nokia, Blackberry and iPhone and iPads. * Running the projects for new unit setups i.e. the Affinity HPI Unit and more recently the expansion of the HPI unit and the moves of the teams in GMS to BWH Customer Assistance, LFS and Acquisitions – these include all aspects from creating the proposals, capex, ordering of the equipment and managing the setup timescales. Making sure we deliver according to the agreed timescales with the business areas and providing on-going support for go live date and onwards.   June 2006 – June 2011 Swinton Group Ltd Manchester  **Acquisitions Support Manager**   * Managing deal acceptances, ensuring timely and efficient deal completions * Responsible for liaising with the various vendors on acceptance by letter, email, phone or a visit as appropriate * Strong organisational and time management skills with the ability to work under pressure and cope with very tight deadlines, maintaining a high level of attention to detail whilst performing several tasks contemporaneously and the ability to be quick to take on new information and adapt to changing circumstances * I have gained excellent interpersonal skills, fostering a spirit of tolerance and working together with all parties to achieve common goals.   July 1996 – June 2006 New Ireland Assurance Dublin  **Schemes Administrator**  9/12 Dawson Street, Dublin 2, D02 YX99  Leaving cert – May 1996 St Fintan’s High School Dublin  Maths – Ordinary – A  Irish - Ordinary – C  English – Ordinary – B  Accountancy – Higher – B  Geography – Higher – B  Biology – Higher – C |
| References | * Mr Ged Culkin - Service Desk & Desktop Services Manager * Mr. Steve Baxter – IT Director |
|  | * Cath Causey - DWP   All References available on request |