|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | | |
| **Terence Waring** |  | Preston Brook, Cheshire | Receiver | 0758 555 6755 |
|  | Envelope | terry.waring@gmail.com | | |
|  | MarkerLink | uk.linkedin.com/pub/terry-waring/35/4a/639 | | |

**Professional Profile**

Enthusiastic, dedicated and ITIL Foundation certified IT Professional with excellent technical and communication skills. Focused on providing a high level of service to both customers and colleagues always and apply an analytical and logical approach to tasks. Proficient in managing projects through to completion, achieving objectives within set time frames and remaining calm and professional under pressure with an excellent diligence.

**Career Summary**

|  |  |
| --- | --- |
| **BriefcaseMedisec Software Limited (Redundancy scheduled Sept 2019)** | **Daily CalendarJuly 2018 to Date** |
| **UserImplementation Specialist / Second Line Support / Developer** |  |

* Responsible for Medisec Active Directory administration as well as advising NHS trusts on AD rights and assignments for Medisec applications onsite running on Windows Server 2003 to 2016 physical boxes or Hyper-V/VMware virtual machines.
* TCP/IP, LAN and WAN troubleshooting on the Medisec network and the company’s HSCN (N3) connection to all the hospital trusts we connect to. Designed a VB.Net/C# application and SQL database to manage connections to multiple NHS trusts which streamlined remote administration for all stakeholders. Subject Matter Expert on this application and provide all training, documentation and updates where required.
* Internal Microsoft Windows Server 2016 to 2019 rollout, administration, maintenance and the company’s desktop operating systems Win10 and Win7 both physical and virtual (VMware 12.5 & Hyper-V 2016) and Office 365 implementation.
* Restructured the implementation process to ensure a higher standard of documentation and automated repetitive processes. Designed a VB.Net/C# application and SQL database to access a repository for version control and implementation audits. Subject Matter Expert on this application and provide all training, documentation and updates where required.
* Designed a VB.Net/C# application and SQL database to replace the existing Helpdesk application to enhance functionality and migrate support to an ITIL style service level. Functionality enhanced from basic text box Incident requests to incident and problem management linked to version control and knowledge database. Included in the application was drag & drop emails, incident/problem templates and status notes to provide full audit trails on the life cycle of an incident/problem. Subject Matter Expert on this application and provide all training, documentation and updates where required.
* Implementation specialist and senior application support to NHS trusts for all Medisec .Net applications and the Windows Server 2016 host they were deployed on to. Applications were a combination of IIS mounted, service and desktop applications. I also administered all release notes and handled submission to NHS Trust Change Advisory Boards for authorisation and scheduling of installation.
* Consulted with relevant stakeholders to assist in the design, implementation and deployment of new and updated applications to bring the software suite into line with current compliance requirements. Designed and managed the Knowledge Management System to centralise the procedures for implementation and integration of Medisec applications.
* Designed and managed the Configuration Management Database within the new Knowledge Management System to allow for easy viewing of application version and site configuration setup. All this centralised information was managed and updated via the VB.Net/C# implementation system designed and operated by me to ensure the integrity the core data. Subject Matter Expert on this application and provide all training, documentation and updates where required.

|  |  |
| --- | --- |
| **Briefcase Xirco Limited** | **Daily CalendarJuly 2016 to July 2018** |
| **UserTechnical Manager (Home based)** |  |

* Windows Server Datacentre 2016 Hyper-V rollout on a new virtual platform to facilitate the transition from older hardware servers to virtual and backup plan to match. Sourced and applied all licenses for Server Datacentre and RDS setup and licensing.
* Managed 120 Remote Desktop Server accounts for a single client on a Windows Server 2016 Hyper-V SalesLogix server using Active Directory administration for rights access and MS Exchange 2016 administration for outbound processing and account rights. This was a complex infrastructure setup incorporating multiple domain trusts across 8 site locations around the country all communicating seamlessly over secure VPN on a variety of connection types. The complex infrastructure was to facilitate company wide access to Sage Accounts 2012 and Saleslogix CRM which required regular support, administration, testing and development as required. VPN secure connections were enabled via Cisco 800 and 2900 series, Draytek 3900 ADSL and Fibre and WatchGuard Firebox router/firewalls.
* Multiple server and domain rollouts to bring all franchise sites for a client up to the same technical and performance level which I also supported across 22 client sites via MaxRemote console, site visits and VPN infrastructure. Administered all Active Directory accounts and permissions, Office365 and Exchange installation and administration on HP/DELL server hardware platforms I designed and procured on behalf of the client.
* Project lead managing multiple clients and sites nationwide facilitating development, infrastructure and support remits for 500+ end users across 22 sites from smaller single server 10 users’ sites up to enterprise class multi-site/multi server clients with complex infrastructure requirements and multiple desktop OS versions.
* Managed and provided all documentation of proposals, quotations and equipment procurement through to project handover for all clients. Built good relationships with suppliers and service providers to obtain the best possible deals on price and delivery of equipment and services to provide the best possible value to the client.

|  |  |  |
| --- | --- | --- |
| **Briefcase Platinum Batteries** | **Daily CalendarApril 2015 to July 2016** | **Daily CalendarJune 2015 to July 2016** |
| **UserHardware & Software Support / Service Desk Administrator** |  |  |

* Sourced, installed, populated and managed the company service desk, ManageEngine ServiceDesk. Subject Matter Expert on this application and provided all training, documentation and updates where required.
* Build and maintenance of ERP mobile devices and delivery tablet devices using Windows Mobile / Windows CE across multiple hardware devices including Motorola (Zebra) MC3200/MC9200 barcode scanners.
* Improved the network stability across 10 satellite sites by utilising Quality of Service and matching configurations to reduce VPN downtime thus increasing productivity around busy periods. VPN secure connections were enabled via Cisco 800 series, Draytek Vigor ADSL and Fibre and WatchGuard XTM Firebox router/firewalls.
* Imaging builds and desktop support for 150+ Windows 7 client machines across 10 satellite sites using Norton Ghost and Acronis imaging software.
* Administration and performance tuning of Windows server 2012 R2 physical boxes and vSphere 4.5 and Windows Server 2012R2 Hyper-V virtual servers.

|  |  |
| --- | --- |
| **Briefcase Restons Solicitors** | **Daily CalendarMarch 2012 to April 2015** |
| **UserApplication Developer / Server & Desktop Support** |  |

* Account loader application written in VB.Net which replaced the manual entry of a maximum of 120 accounts per day on to the Case Management System to 20,000 automated file import accounts which included all letters and agendas for the life cycle of the claim.
* Court submission application written in VB.Net which replaced a manual written form system for submitting claims, judgements and warrants to central courts system in Northampton. This application worked in conjunction with Account loader and Case Management System to facilitate the increase in daily accounts.
* Land Registry application written in VB.Net which replaced a manual written form system to gain the relevant information from the Land Registry Web API service which was a part of the Account loading process. This allowed volume of requests to increase along with the account loading and court submission processes.
* Sourced, installed, populated and managed the company service desk, ManageEngine ServiceDesk. Subject Matter Expert on this application and provide all training, documentation and updates where required to 120 users on a single site.
* Imaging builds and desktop support for 120 client machines which require the company case management system and department specific applications written in VB.Net.
* Maintained and administered various Windows Server 2008 physical boxes and vSphere 4.5 virtual servers along with building and scheduling the data backup/recovery models to ensure data integrity using Veeam and Altaro applications.
* Migrated the company’s main SQL 2000 database on to a dedicated Windows Server 2012 R2 machine running SQL Server 2012 with SQL Server Reporting Service to replace the aging bespoke reporting platform written in Visual Basic 6.
* Complementing the loader application is a letter processing system which retrieves letter generation data and outputs to PDF in either single form or concatenated campaign files.
* Designed and implemented a full Direct Debit processing application which interfaces with the Case Management System so an additional revenue stream has become available to the company.

|  |  |
| --- | --- |
| **Briefcase EOS Solutions Ltd** | **Daily CalendarDec 2009 to March 2012** |
| **UserApplication Developer / Desktop Support** |  |

* Project managed volume letter production system including Royal Mail customer barcoding with Pitney Bowes insertion technology.
* AS400 front end development in VB.Net using DB2 queries and commands to replace the existing green on black terminal emulation console.
* Desktop support for 75 client machines, Windows server physical boxes and vSphere virtual servers.
* Created a wallboard application to display all operator activity on a 43” TV screen so all managers could clearly view available operators.

**Early Career**

2007 to 2009 Broker Direct Plc, Application Developer / Infrastructure Engineer / Support

2007 to 2007 VB6 Developer, Richmond fellowship (Contract)

2006 to 2007 Infrastructure Engineer / VB6 Developer / Support, Traffic Support Ltd (Contract)

2004 to 2006 Infrastructure Engineer / VB6 Developer / Support, Visual Verification (Contract)

2002 to 2004 Infrastructure Engineer / VB6 Developer Rebroke Ltd.

2001 to 2001 Database Administrator, Cheshire Constabulary (Contract)

1999 to 2001 System Engineer, Express Computers.

1994 to 1995 IT Operator, Taco Plastics.

1993 to 1994 Software Developer, CD Sports Software.

1989 to 1991Architectural Technician, John Mather & Partners.

1986 to 1989Architectural Technician, Sheldon & Knight Architects.

**Core Competencies**

Servers: HP DL series, HP Blade, Dell PowerEdge, QNAP fileservers.

Storage: HP Storage Works, RAID, iSCSI, NAS, QNAP.

Firewalls: WatchGuard, SonicWall, Cisco, ISA Server, Draytek Enterprise

Development: C, VB.Net 3.5/4, VB6, VB Scripting, XML

Visual Studio: 2005 / 2008 / 2010 / 2013/ 2015 / 2017 / 2019 / DevExpress

MS Office: 2000/2003/2007/2010/2013/2016/365, Open Office

Server OS: Windows Server 2000/2003/2008/2012/2016, Citrix, AS400

Desktop OS: Win98/Win2000/WinXp/Vista/Win7/Win 10

SQL Server: DB2/2000/2005/2008R2/2012/2016, SSRS/Reporting Services

MS Exchange: 2003/2008/2010

Backup: Veritas, Norton Ghost, Acronis Imaging, Veeam

Anti-Virus: CA Suite, Sophos Endpoint, BitDefender

**Qualifications**

ITIL v3 ITIL Foundation (2011) [CB]

NVQ3: Applications Programming COBOL / 1991 to 1992 Alpha Training, Liverpool

NVQ3: Applications Programming ‘C’ / 1992 to 1993 Kalamzoo, Liverpool

BTec: Building Studies / 1987 to 1991 Riversdale College, Liverpool

GSCEs: Including 5 Grades C and above

**Interests** Flying helicopters/airplanes, riding motorbikes, computing and virtual reality

**REFERENCES ARE AVAILABLE ON REQUEST**