Mr Alan Smith Gunn

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Since building my first computer when I was at secondary school, I have spent my entire working life in the IT industry. I have extensive knowledge of and enthusiasm for the subject.

Career Highlights

* Migrated a live web portal from a hosted site to Amazon Web Services without loss of service.
* Built multiple Active Directory Trees with interdependent trusts and extensive user and computer group policy.
* Managed DHCP in a large complex multi-VLAN network using scripts for accuracy and speed.
* Used PowerShell to manage and analyse Office 365 email during a malware emergency.
* Deployed complex projects comprising Windows, Linux and various types of RDS server to AWS using Ansible.

Skills and experience

* Amazon Web Services (AWS).
  + 5 years of experience setting up machine instances.
  + Configuration of security groups and network ACLs for secure networking.
  + Database and RDS instance configuration.
  + Elastic Load Balancer and Elastic Beanstalk deployments.
  + Creation of Scaling groups using CloudFormation.
* SQL Server.
  + Scripted configuration of new SQL servers to match best-practice specifications.
  + Backup and restore of databases and creation of logins.
  + Diagnostic investigation of SQL related problems in applications.
* Active Directory.
  + 8 years of experience designing, managing and building AD domains in multi-site and international organisations.
  + Built local ad domains in multiple airports prior to their divestment to avoid any disruption to critical local business and operational systems.
  + Configured large, complex DNS and DHCP system to support multi-VLan secure network
* Office365.
  + Two years of experience managing Office365 mail and document management systems in multi-country organisations.
  + Used PowerShell to investigate email problems and to configure and migrate users.
* Linux.
  + Comfortable working in a mixed windows and Linux environment.
* Ansible
  + 3 years of experience using Ansible to create Linux and windows systems in AWS and VMWare.
  + Created playbooks which deploy and configure Windows servers to a working state.
* General problem solving and fault finding.
  + I enjoy fault finding and problem solving and have an excellent history of finding solutions.
  + Quick to embrace and investigate new systems and technologies
* Communication.
  + Excellent history of good relationships with Colleagues and Customers.
  + Good written and face-to-face communication skills.
  + Created and maintained detailed, accurate documentation.

***Professional Qualifications and Training***

**March 2014** Dell/ Quest Active Roles Server installation and administration

**August 2013** Cyberark Privileged Information Manager installation and Administration

**January 2001** Microsoft MCP (NT4 Server) ID#2237948

Also passed NT4 Workstation and Enterprise exams

**March 1993** Novell Resellers Certification

**September 1988** Toshiba Laser Printer Certification

**July 1988** IBM Warranty Authorisation

**June 1984** Falkirk College of Technology

Higher National Diploma in Electrical and Electronic Engineering.

## *Career History*

**Contract at Tesco Bank, Edinburgh** **March 2018 to March 2019.**

**Cloud Engineer**

Tesco Bank have a strong presence in the UK banking industry and rely on highly available web services to provide customers with 24-hour access to their accounts.

The infrastructure supporting Tesco Bank’s web portal is moving from their on-premises equipment to Amazon Web Services.

I was working in the Cloud Engineering team and performed several roles including the support and maintenance of existing services, including on-call support of the Identity management components used to authenticate to the portal.

Additionally, I was involved in the deployment of new project components to AWS using Ansible and CloudFormation.

* Amazon Web Services.
  + Scripted machine deployment
  + CloudFormation
  + IAM Role definitions
  + Route53 DNS configuration
  + Elastic load balancer, including application load balancers, scaling groups and target groups
* Ansible
  + Linux and Windows deployment and configuration in AWS using Python, Troposphere and CloudFormation
  + GIT-based collaborative development
* Database Servers
  + Scripted Deployment and maintenance of Oracle and MS-SQL Server on RDS configured to defined security and performance standards.
* PowerShell
  + Used to configure Windows servers in AWS
  + Create reports and HTML documents from logs and assorted information services
  + Test Oracle and MS SQL database connectivity.

**Contract at Wood Mackenzie LTD, Edinburgh** **February 2016 to February 2018.**

**Windows application Support specialist**

Wood Mackenzie supply world-class research data to corporate customers all round the globe.

This is achieved by providing visualisation tools and reports through a subscription-based portal

I was taken on in February 2016 to join a team who were in-housing this portal with special responsibility for the windows parts of the infrastructure. I became SME on the Spotfire platform which provides over 30 tools and I also supported a number of legacy .net tools supported by IIS.

The team then took on responsibility for building numerous production-like test environments in AWS for project development using Ansible scripting and I developed the deployment of windows machine deployment using Git flow to integrate my work with the other eight team members.

I was also responsible for the windows aspects of a short-timescale migration of our live systems to a new datacentre following the acquisition of Wood Mackenzie by Verisk.

I have worked closely with project teams in Edinburgh, London and Houston, receiving excellent feedback for my technical and social interaction.

I also maintained the existing systems using ITIL change management processes

* Amazon Web Services.
  + Scripted machine deployment
  + Cloudformation
  + IAMs
  + Route53
  + ELB
* Ansible
  + Linux and Windows deployment and configuration in AWS and VMWare environments
  + GIT collaborative development
* Azure
  + Infrastructure lead on the deployment of a distributed Data download service to azure using database services.
* SQL Server
  + Scripted Deployment and maintenance of servers configured to defined standards
  + Management of database backups, restores and connectivity.
* PowerShell
  + Used to configure Windows servers in AWS
  + Query and create items in AWS
  + Collect information form vSphere
  + Create reports and HTML documents from logs and assorted information services
  + Test Oracle and MS SQL database connectivity.
* IIS deployment and management.
* vSphere VMWare management

**Contract at Heineken UK, Edinburgh** **April 2014 to February 2016.**

**Infrastructure Support specialist**

I joined the Technology Operations Team supporting Heineken UK’s sophisticated VMWare clustered Windows Server Infrastructure. Leading up to the transition of support to an external supplier I managed the cleansing and simplification of the AD user base, configured security access to the tightly controlled business data folders and maintained the complex interactions of the in-house AD and exchange and Office365 environment.

I was also part of the Heinet2 project which switched networking supplier to Orange Business Systems heading the successful migration of the Video Conferencing systems and a project to introduce server–based production printing in three breweries

* Active directory Management and configuration.
* AD Group policy analysis and creation.
* V-Sphere maintenance of high availability servers.
* Migration of remaining server 2003 machines to 2008R2.
* Office365 management and configuration using PowerShell and Console.
* Managed migration of all Video Conferencing units to new infrastructure with minimal loss of access.
* Creation of server–based label printing solution with scripted export of sap data to local SQL servers
* Supplied custom reports to management from AD, Office365 and other sources.

**Contract at Redeem Ltd, Bathgate** **October 2014 to February 2015**

**Infrastructure Support specialist**

I was responsible for support of multiple web sites, SQL servers and critical business applications for a multi-million turnover company.

Infrastructure supported is a mixture of physical servers, Server 2012 and Linux servers hosted in local VSphere and Hyper-V clusters and in traditional external hosting companies, Microsoft Azure and extensively in Amazon Web Services. I maintained automated installation of security updates across the estate to maintain compliance and security. I was also responsible for Administration and configuration of a Server 2012 based Active Directory connected to Office365 for Email and business tools.

* Re-implementation of hosted SQL server in AWS.
* Selection and installation of Symantec endpoint protection AV suite throughout the organisation.
* Creation and support of multiple web sites on AWS Elastic Beanstalk.
* Configuration of domains and SSL certificates to provide secure web sites.
* Re-configuration of complex inter site network to significantly improve performance
* I Additionally provided all day to day IT support for the company over two sites

**CapGemini Based at Edinburgh**. **May 2011 to October 2014**.

**Senior Server Administrator**

Responsible for the top-level Domain and Enterprise level administration of the Windows server infrastructure for HAL’s 1500 windows 2000, 2003 and 2008 servers within the Core Services team of the HAL (Formerly BAA) contract,

* Design, support and development of Windows 2008R2 ADDS, GPOs, DNS and DHCP.
* Implement and support of Cyberark Privileged Information manager.
* Implementation and operation of Dell Quest Active Roles server.
* Installation and maintenance of HP C7000 Blade enclosures and associated servers.
* Maintenance and configuration of CCTV recording and retrieval systems.
* Management of Internet access through McAfee Secure Web gateway V6.9 and V7.
* McAfee ePO Anti-virus management
* Management and configuration of mobile devices using AirWatch
* Troubleshooting and resolving internet access related issues.
* Support of Baggage handling, Security and other critical server systems
* Providing PowerShell and VBScript solutions to improve and enhance service desk operations.
* Providing documentation and support to customers and off-shore teams

**Projects / Achievements**

* Design and implementation of independent AD forests in each of the regional airports to ease divestment
* Scripted configuration of user account settings during Migration of Edinburgh and Stansted airports.
* SCCM Build and application distribution
* Migration to Windows 7 and Server 2008R2 across the Heathrow Airports estate
* Installation and configuration of HP BladeSystem c7000 enclosure and Blade Servers in all Scottish airports.
* Group policy and AD design and implementation for Chroma airport operating system in five regional airports.

**BAA Based at Edinburgh Airport**. **November 2007 to May 2011**.

**Server Administrator**

As part of the 5-man in-house Core Services team I was responsible for the top-level administration of the Windows server infrastructure for BAA.  
1500 windows 2000 and 2003 servers.

* Active directory administration including the creation of service accounts and enhanced security access accounts for projects across BAA.
* Responsible for the patching of all Servers based in Scotland including testing and approval of patches on test environments, patch and update aggregation and new build creation.
* Administration of multiple critical Airport networks
* Strategic planning for future Server Virtualisation project using VMWare and HP Blade servers.
* DHCP support for complex Multi- Vlan Network project.
* Migration of critical servers to new network infrastructure in concert with business requirements.
* McAfee E Policy Orchestrator administration for separate Airport Critical and Office networks.

**BT in Telephone House** **March 2006 to November 2007**

**Server Support Analyst** (Contracting)

**BT in Edinburgh April 2001 to March 2006**

**Desktop Support Analyst** (Contracting)

**Royal and Sun Alliance Insurance Company May 2000 to March 2001**

**St Vincent Street, Glasgow**

**Position:** Desktop Analyst (Contracting)

**Lothian University Hospital NHS Trust August 1998 to November 1999**

**Edinburgh Royal Infirmary**

**Desktop Analyst (Contracting)**

**TMS Computer Applications Ltd.** **February 1989 to March 1998**

**Senior Support Engineer.**

**Computacenter Maintenance Ltd., Livingston**  **January 1988 to February 1989**

**Customer Engineer.**

**Thom Micro Systems Ltd., Alloa, Scotland.** **June 1985 to January 1988**

**Support Engineer**

**Central Micro Systems Ltd., Denny** **May 1984 to June 1985**

**Prototyping technician**

***Interests/hobbies***

I have a life-long interest in electronics and enjoy constructing and experimenting in my spare time. I am a proud husband and father and enjoy spending time with my family. I also enjoy cycling and walking my dogs.