**WILLIAM SO**

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**PROFILE**

An experienced and motivated 3rd Line Technical Analyst, Migration Specialist, Support\Messaging\Server Engineer with a track record of providing excellent project delivery and technical support within the Commercial Facilities, Banking, IT services and public sectors. Combines strong technical skills (MCP, MCSE, MCTS certified) with the ability to work to high standards in challenging environments and to communicate well with stakeholders. Additional skills include team leadership, Migration to Office 365/G.Suite, PC and Server support.

**selected achievements**

* Integrated acquired companies IT’s infrastructure legacy Email & File environments to G.Suite or Office 365.
* Professionally managed the transition of the 2nd line messaging support team to an off-shore team, ensuring business continuity and successful knowledge transfer (Barclays Bank).
* Implemented CA Arcserve as part of a demandingbackup and disaster recovery project to ensure FSA compliancy (Getronics/Barclays Bank).
* Introduced new standards (server and desktop) across 200 UK sites reducing the complexity of the environment and support overheads (Edmund Nuttall).
* Successfully managed the environment rebuild and clean-up following a major virus outbreak across the server estate (Integral Services Ltd).
* Managed a series of high-profile office relocation projects in Hong Kong including relocating the Trading floor without incurring any business downtime. (ING Barings).

**Career History**

# Styles & Wood Group, Sale, Manchester – Technical Analyst (permanent) Aug 2017 - Present

* Providing support and advice on all aspects of IT Infrastructure at Styles & Wood including day-to-day monitoring systems, change management, implementation of IT projects.
* Integration of newly acquired businesses into Styles & Wood’s AD Domain and Office 365 tenant.
* Supported Windows Server 2008-2016, Citrix XenApp 6.5, VMWare ESXi, Office 365 Products, Veeam, SQL Servers, SolarWinds, Cisco/HP Network Switches, Firewalls, SCCM & Avaya phone systems.

# Cloud Technology Solutions, Manchester – Support Engineer (permanent) Nov 2013 – May 2017

* Provided complete Managed Migrations on behalf of clients ranging from SMB, Corporate and Education to Local Councils of 10-3,000 user mailbox migrations from legacy mail platforms to the Cloud Platforms such as G.Suite and Office 365.
* Responded to Support tickets raised in JIRA and Real time Olark Chat requests
* Created and maintained the Virtual test environments of Exchange Servers 2003-2010 to emulate specific issues when reported by customers when CloudMigrator fails to migrate correctly.
* Worked closely with the Development team to report and test beta releases of CloudMigrator and CloudPages by fully testing by creating virtual environments in VMware, Azure, AWS, or GCP.

# Calyx Limited, Manchester – Managed Services specialist (contract) Jun 2013 – Nov 2013

* Providied 1st – 2nd line support to multi contract companies with different SLA’s like Everest, Jaeger, Snozone’s Windows Desktop & Server environments & bespoke applications.
* Worked transparently with Clients existing Support Ticketing systems and escalations issues that requires 3rd line intervention.

# JM&D Limited, Tarporley – Infrastructure Support specialist (contract Sept 2012 - May 2013

* Provided complete IT support including PC, server, network and application support.
* Setup new Server and installed SBS 2011 to accommodate increase of workforce.

# Barclays Bank, Knutsford – Technical Support Specialist, Messaging Analyst July 2007 - July 2012

* Initially employed by Getronics as part of the managed service contract, provided onsite 3rd line Serve and Desktop Support at Barclays Bank.
* Technical lead on a high-profile backup and Disaster Recovery project, implementing CA Arcserve in order to ensure FSA compliancy.
* Migrated over 30 NT4/2000 servers to 2003 using a formal test and change management process.
* Maintained servers (patches, updates) and PC images for new builds, in accordance with Barclays IT policies using an ITIL-based approach.
* TUPEd into Barclays from Getronics (May 2010), carried out 3rd line operational (including on-call) support as part of the global messaging team, supporting the Servers and Exchange environment for over 25,000 users.
* Supported a large and multi-step migration of users from Exchange 5.5 to 2003 and 2007.
* Managed the transition to a new offshore messaging support team, trained the new team in support processes, mentored the team and identified knowledge gaps.

**European Brand Trading Ltd, Whitchurch – Infrastructure Support specialist (contract)** **Jan 2006 - Mar 2007**

* Provided general IT support including PC, server, network and application support.
* Designed and installed the new IT infrastructure so that it meets the company’s increased workforce.

**Edmund Nuttall Ltd, Nationwide – Migration Consultant (contract)** **Feb 2005 - Dec 2005**

* Worked for this civil engineering company providing server, PC, network and software support across over 200 sites nationally.
* Upgraded and standardised the infrastructure to Windows 2003/Exchange 2003/XP.

**Salford College, Salford – PC Support Analyst (contract)** **Feb 2004 – Jan 2005**

* Provided 1st line IT support to staff and students.
* Rebuilt and re-deployed redundant equipment providing internet connectivity in the library.

**Siemens Business Services, Chadderton – Infrastructure specialist (contract)** **Dec 2003 - Jan2004**

* Short contract to complete an existing XP deployment project and provide post-implementation support.

**Integral Services Ltd, Trafford – IT Consultant (contract)** **Aug 2003 - Nov 2003**

* Managed the IT department during management sick leave.
* Produced an IT strategy report outlining potential areas for improvement.

**Career Gap** **Nov 2001 - Jul 2003**

* Studied to gain Microsoft Certifications and relocate from Hong Kong to UK

**ING Barings Ltd, Hong Kong - Project Manager/Trade Floor Manager** **April 1996 - Oct 2001**

* Managed the integration of the infrastructure environment as part of the ING/Barings merger.
* Managed several IT Hardware equipment relocations across Asia.
* Successfully relocated the Trading Floors ensuring there was no business downtime.
* Set up and managed a dedicated Trading Floor support team.

**EARLIER CAREER**

1994 - 1996 Hardware/Software Support Engineer, Moore Stephens Ltd, Hong Kong.

1990 - 1994 Systems Engineer, Computer Services & Engineering Limited, Altrincham.

**Training & CERTIFICATIONS**

2016 Google Chrome: Deployment Planning

2015 G.Suite Administrator

2012 Microsoft Certified Technology Specialist – 70-236 Exchange Server 2007

2012 Microsoft Certified Technology Specialist – 70-662 Exchange Server 2010

2011 Symantec Enterprise Vault 8.x for Exchange.

2002 Microsoft Certified Database Administrator – SQL 2000.

2002 Microsoft Certified Systems Engineer – Windows Server 2000.

2002 Microsoft Certified Systems Analyst – Windows 2000.

2002 Microsoft Certified Professional – Windows 2000.

**TECHNICAL SKILLS SUMMARY**

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| **Server Software:** |
| * Microsoft Server (NT - 2016), Exchange 5.5 - Office365 |
| * Powershell, Citrix XenApp, VMWare Esxi, SQL 2000-2017 |
| * Symantec Enterprise Vault 8, Blackberry Enterprise Server 5 |
| **Software:** |
| * Office 365, Microsoft Office (2003 - 2016) product suite, Solarwinds |
| * Sophos, Symantec Antivirus suite, Sybari Antigen, Microsoft Forefront |
| * Mimecast, Mail Marshall, Mail Sweeper, Ironmail, Message Labs |
| * Veeam, BackupAssist, CA Arcserve, Backup Exec, NT Backup, HP Service Centre |
| * AADConnect, Quest (Migration Manager & Recovery Manager for Exchange), QUARS, |
| * TeamViewer, Remote Desktop, Remote Assistance, Microsoft MOM , Tivoli, Visionapp |
| * SCCM, G.Suite for Business, CloudMigrator, CloudPages, GAMME, Archive 360, Olark, JIRA |
| **Other Technologies:** Cisco Networking, Fortigate Firewall, HP/Aruba Network Switches, AD, DNS, DHCP, WINS, SMTP Mail Routing, Tegile, HP Storage SAN, Synology, Iomega, QNAP NAS), VPN, Site to Site VPN |

**References -** Available on request.