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Personal statement

I am a dedicated and motivated IT Infrastructure specialist with a strong track record of leadership and driving positive change within my organisation. As a military veteran I am seasoned to working in austere and challenging environments to meet exacting targets.  
  
With experience in all areas of Infrastructure design, implementation and management I am able to demonstrate a good practical knowledge of storage, virtualisation and network technologies. I have a demonstrable history of delivering IT projects from concept to launch, managing out-sourced Service Providers and contract resource alongside full-time internal staff.  
  
Hardworking and driven, I thrive in a team environment and am passionate about my role. A natural leader, I am committed to the growth and development of my team

I currently work as IT Infrastructure Manager at an award winning, innovative medical devices company. Committed to the 4-Ps: People, Purpose, Planet, Profit, I have supported departments through periods of intense transformation to meet business needs.

Find out more about my personality here: [Psychometric test results – 16 personalities](https://bit.ly/2ME7YQ9)

Key Skills

* Excellent stakeholder management at all levels; both internally and externally.
* Diligent, methodical and organised approach to tasks
* Capable of developing and managing IT budgets, both capital and revenue
* Understanding of IT governance, design, process and implementation methodologies.
* Demonstrable commercial knowledge
* IT and related project management (Waterfall, V-Model, Agile)
* Vendor and Supplier management – bid, contract negotiation, relationship management
* Coaching and mentoring team members, managing perfomance (KPI, SLA, OLA)
* Technical knowledge and skills, including
  + Windows Server/Client OS Architecture (Windows NT 4 – Windows Server 2019)
  + Active Directory/Azure AD
  + Networking concepts (LAN, WAN, MPLS, WLAN, VLAN, Routing, Switching, DHCP, DNS, RRAS)
  + Network Security (Firewalls, ACL, VLAN etc)
  + IT Regulations (ISO27001)
  + Virtualisation (VMWare 4x – 6x & Hyper-V)
  + Storage technology (Netapp, Dell Equalogic)
  + Desktop Support and management
  + Office 365 (Hybrid/Cloud)

Achievements

Office 365 Implementation

In line with a strong digital transformation program I oversaw and implemented the migration of email, SharePoint Intranet, and digital communications from aging legacy systems to Microsoft Office 365. This involved the provision of training for all IT staff, designing the Cloud architecture and performing the migration according to a long-term project plan over two years.

Once the migration had completed, I designed and delivered training and education to all staff.

By leveraging the services associated with Office 365 and Microsoft Azure we were able to implement not only the core Office functions, but also to provide Single Sign on services for many of our additional platforms whilst also integrating Multi Factor Authentication to ensure strong identity security in line with current best practice.

IT Transformation Project

Upon assuming my current role I carried out a Management review of the existing IT Infrastructure and services; this showed that whilst the IT systems were adequate the company was not realising the full potential from their investment.  
  
I initiated a rigorous upgrade and transformation project which improved performance metrics across the virtualised infrastructure by over 30%; reduced the number of system performance related incidents and service requests from 30 a month to an average of 2 per month; enabled the deployment of maintenance tasks without the need for downtime; and saved a net £75K over three years by reducing the licensing and support costs for the business.

HMPO Passport Processing Project

Restore Scan negotiated a contract with Her Majesties Passport Office to process passport applications, which were to be run out of their London data process facility. Due to the stringent requirements provided by HMPO it was not possible to carry out this processing in the existing digital infrastructure, so a bespoke platform was required.

Taking the requirements list from HMPO I designed a unique, bespoke processing environment - a standalone air-gapped server and storage network comprising of processing servers, SAN storage, redundant switches and isolated processing PC's. Negotiating the purchase of these items from the vendor I received, built and commissioned the environment at site before undertaking an audit from the HMPO security auditor.

Having passed the audit Restore were able to complete the contract successfully, generating revenue from the environment and then absorbing the hardware into the general infrastructure as part of routine asset lifecycle management.

Customer Improvement Project

During the early part of 2016 I was seconded as the IT Infrastructure technical lead on a major service improvement plan for a key customer. This customer was on the verge of leaving following critical IT service failures the previous year.

As part of a cross disciplinary project team I delivered a number of technical project implementations which ensured the IT infrastructure was configured according to industry best practice, and technical management documentation was provided to allow efficient management of all systems. This was delivered in synergy with other work package deliverables supporting both associated IT (application development) and operational work packages running alongside the infrastructure streams.

The IT infrastructure work packages covered all core areas, including datacentre management, virtual compute resource, data storage provision and layer 2/3 networking and resilience across all systems.

Whilst seconded to the team I was able to enhance my working practices to include strong change and project management skills which have been brought forward to other projects. Overall this has strengthened my departments ability to operate in a kinetic and dynamic delivery model.

ITIL Service Management System Implementation

Whilst working as an Infrastructure Engineer for Cintas Document Management I expanded the existing management and monitoring platforms in use by the business to enhance user experience and enable efficient monitoring and maintenance of IT systems.

When I took over the role there were no proactive monitoring systems in place (a monitoring platform had been installed but the licensing allowed to lapse). I successfully placed a business case to replace this with a robust systems management platform utilising SNMP/WMI monitoring and complemented this with a full ITSM suite including desktop management, patch management and asset auditing.

Alongside this I also replaced the in-house "home brew" IT service request application with an ITIL-compliant incident, change and problem management solution.

Overall this ensured effective monitoring and reporting to comply with ISO27001, and allowed the business to automate many manual tasks, thus reducing workload for the IT team and allowing us to shift many routine tasks down to non-IT staff through use of self-service portals.

Employment History

IT Infrastructure Manager – Xiros Ltd

(March 2017 – Present)

Working for an innovate and novel medical manufacturing company I manage and develop a team and act as role model and mentor, providing leadership, coaching and support.

Reporting to the Chief Finance Officer I am responsible for all aspects of IT administration, including monitoring of network and infrastructure performance, highlighting issues and planning solutions, on-call systems support , deskside applications and hardware support, whilst providing strategic guidance to senior stakeholders and make recommendations on products, services, protocols, and standards in support of all IT infrastructure and systems procurement and development efforts.

In addition to my technical duties I have also acted as Project Manager for several Technology-lead implementations including ERP and BCP programmes, being the senior IT staff member in the business.

In my role at Xiros I have championed, designed implemented a number of transformative IT projects; a full IT infrastructure refresh from aging hardware to industry recognised best practise virtualisation architecture (Netapp AFF, Dell PowerEdge Servers, VMWare 6.X, 10GB network backbone, core LAN redesign and refresh, VEEAM B&R/CloudConnect); migration to Office 365 from on premise Exchange and SharePoint, including BCP/DR implementation for Line of Business Applications; replacement VoIP solution; upgrade of WAN connectivity and implementation of MPLS for remote sites – all while delivering a net £75K revenue budget saving (after capital investment) on the first three years of service contract across these services.

Lead Infrastructure Architect – Restore Scan Ltd

(Nov 2016 – March 2017)

Reporting directly to the Head of IT Services, I:

* Acted as a tier 3 escalation point for the Support Desk and colleagues within the Infrastructure team.
* Supported the Support Desk and Infrastructure team in responding to all incidents and service requests, covering for absence and sick leave or managing high volume requests
* Assured system performance and capacity requirements were met
* Acted as Change Manager, Incident Manager, Major Incident Manager
* Provided On-Call incident response according to the On-Call duty rota
* Managed the On-Call duty rota
* Co-ordinated installations and upgrades across 12 physical sites
* Provided expert technical advice, including mentoring and coaching for technical colleagues
* Built a strong relationship liaising with the Head of IT Services in ensuring the IT business strategy is aligned.
* Assured delivery and acted as Project Manager in all project implementations.
* Deputised for the Head of IT Services in his absence.
* Attended customer and supplier meetings
* Managed supplier relations for all Third-Party IT service provision
* Was the lead on various technical projects covering different technology stacks, including but not limited to:
  + - Windows (2008/2012/2016)
    - Linux (Debian)
    - LAN/WAN Network
    - Virtual Desktops (VMWare VDI)
    - VMWare (Vsphere 4X,5X, 6X)
    - Cloud integration (Azure AD, O365)
* Provided a sound commercial approach to identifying solutions.
* Was hands-on when implementing technical solutions for the business.

Senior Infrastructure Engineer – Restore Scan Ltd

(Oct 2015 - Nov 2016)

Restore Scan is one of the country's leading document conversion and data management specialists. It supplies both document and data management services to national and international clients working across a wide spectrum of business sectors where the driving force ranges from price sensitive processing to the demands of the highly regulated industries.

As Senior Infrastructure Engineer at Restore Scan I was responsible for leading the infrastructure team and ensuring delivery of internal IT services to over 300 users at sites across the UK.

Key skills include

* Virtualisation (Server and Desktop)
* Server Management
* Designing and building complex resilient systems
* Desktop Management
* ITIL Service Delivery
* Incident, Change and Problem Management
* Building and developing teams
* Mentorship
* Third party supplier management

Infrastructure Engineer – Restore Scan (formerly Cintas Document Management UK Ltd)

(April 2013 – October 2015)

As Infrastructure Engineer at Cintas Document Management (UK) I had responsibility for overseeing the delivery of IT services to its UK based Working Partners including management of the internal infrastructure and network, project delivery and change management.

Service Desk/NOC Manager – GCI Com

(October 2011 – February 2013)

GCI Com are a leading network Managed Service Provider (MSP) dealing in MPLS and Edge security services. I managed the customer support desk for the business’ core WAN Managed Service Delivery team based at the head office in Wakefield, and also the consumer customer service desk based in Lincoln.

Whilst in my role as SDM I had responsibility for

* Acting as a functional escalation point for incidents and service requests
* Acting as Change and Major Incident Manager
* Ensuring incidents and service requests were resolved within SLA, and escalating where necessary
* Managing a 24x7x365 service desk comprising of 12 engineers in two geographic locations, plus an offshore incident support team based in Eastern Europe.
* Performing service reviews, incident reviews and SLA management
* Providing pastoral care for the Service Desk Engineers – 1-2-1, annual reviews, managing leave and absence
* Attending supplier and customer meetings

Help Desk Manager – Legend Club Management

(September 2010 – October 2011)

Legend club management provides bespoke software solutions for the leisure and fitness industry. In my role as Help Desk Manager I was responsible for managing a team of 8 support technicians, with daily responsibility for

* Acting as a functional escalation point for incidents and service requests
* Ensuring incidents and service requests were resolved within SLA, and escalating where necessary
* Performing service reviews, incident reviews and SLA management
* Attending supplier and customer meetings

IT Systems Support Engineer – Masternaut 3X Ltd

(Feb 2004 – October 2010)

Masternaut ThreeX are a leading provider of vehicle telematics solutions; whilst employed by Masternaut I held a variety of roles, including desktop support, server administration and systems manager for the internally-facing IT systems including:  
  
Microsoft Exchange 200/2003/2007

SCCM 2007

SCOM 2007

File and folder services

Windows Active Directory

Professional Qualifications

* Cisco Certified Network Associate
* Prince 2 Foundation
* VMware Certified Professional
* Microsoft Office 365 Implementation and Management
* MCSA Windows Server
* MCITP Windows Desktop
* ITIL Foundation

References

References are available upon request.