**Justin Graham**

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DOB: 20/11/79

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| **Personal Statement** |
| I am a very self-motivated individual and have a passion for my work, improving my knowledge and adding to my education enabling me to keep up with the fast pace and development of Information Technology.  I am reliable and work hard ensuring tasks are completed and deadlines met. I possess excellent problem-solving skills with the ability to think fast and provide solutions to challenges that I face.  Throughout my career I have advised and supported individuals and liaised with external companies and agencies allowing me to communicate my knowledge and expertise in an appropriate way and ensure the department in which I work runs efficiently.  I have proved that I can adapt to, and manage new situations effectively and thrive in a working environment which challenges me both educationally and practically. |
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| **Key Skills & Experience** | |
| * XP, Vista, Win 7, Win 10, * Cisco Meraki * Dell SonicWall, Fortigate - Fortinet * Sophos Enterprise * Hyper V 2008 – 2012 * Network Security, Network Administration. * Server 2003,2008,2012 Administration. * Desktop & Server Hardware Support. * Desktop Support. * 2nd/3rd Line Support. * Remote User Support. * Ghost Imaging / Security (Inc. Antivirus) and Backups. * Apache, PHP, MYSQL, HTML MSSQL, IIS. * Ability to make swift decisions in a highly demanding & challenging environment. * Ability to prioritise workload according to need. * Problem solving, using initiative and analytical skills. * Delivered training for users. * Real-time monitoring tools for server/network status. * Excellent attendance and punctuality record. * Excellent organisational skills and able to manage multiple jobs at the same time, whether it be staff approaching me, Email or calls on help desk. | * Lync Server/Client 2010/2013 * Exchange 2010/2013 * SharePoint 2010/2013 Administration and user support. * SharePoint 2013 design tool. * Microsoft flow. * Azure Active Directory * Active Directory, DHCP, DNS, DFS, Group Policy, WSUS, Terminal Services. * AD Azure Connect, Exchange Hybrid Environment. * Office 365 Enterprise (Skype, SharePoint, Exchange Online) * Mimecast configuration and administration. * Veeam Backup & Replication. * Web Design / Development / Applications * Firewall, Internet Filtering & Intrusion Prevention Systems. * LAN, WAN, VLAN, NAS, SAN, VOIP. * Comfortable in adapting methodologies for working with children and adults. * Experience in Open Source development. * Used to working in an environment with the industry aligned FITS process (the education equivalent of ITIL). * Excellent customer care skills – ability to be sympathetic to the customer’s need, the situation they face and their technical skill set. |

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**Employment History**

**Network Manager UK:** From 02/06/13 – Present

Italmatch Chemicals

In my current role I am part of a of small IT team for a multi-national chemical company. I use my strong technical background to provide 1st, 2nd & 3rd line support for who have users based in the UK, Europe, Middle East, North Africa, Asia & Americas in a very challenging & busy 24/7 environment.

Over the last 6 years I have been heavily involved in several large projects that have radically improved the company’s infrastructure & network. This has allowed me to increase my skillsets as well as gaining huge amounts of knowledge and experience.

I have also had the opportunity to mentor and train our newest member of the IT team who is based in Atlanta, this gave me great satisfaction and the chance to step up and prove that I am ready for a leadership role.

As part of my role I have always been flexible towards the business needs and requirements including working out of hours to fulfil general housekeeping duties such as software/server updates and travelling to the Atlanta & Dubai offices to train members of staff on systems and applications.

**Main duties and tasks**

* Responsible for the uptime & maintenance of the ERP and SQL related systems.
* Windows Server 2012 deployment and administration.
* LAN/WAN/VPN connectivity including firewalls, switches and routers.
* Microsoft Office 365 and Azure Cloud Services.
* Skype, SharePoint & exchange online administration
* Hyper-V configuration and Virtual Windows Server deployment.
* Software distribution and user training.
* Veeam backup & replication monitoring and administration.
* Active directory, Azure AD Sync/hybrid administration.
* Mimecast email security and filtering

**Projects & Achievements**

* Transitioned the infrastructure platform from AWS, migrated core servers (Web, SQL, ERP, Data) onto physical server 2012 Hyper-V hosts in the Manchester & Atlanta offices and Labs.
* Implemented & configured Dell SonicWALL’s in the Manchester & Atlanta offices and Lab & setup new VPN’s between sites.
* Implemented Server 2012 Terminal Services configured with RDWEB for core applications such as ERP & file access
* Redesigned the company backup & disaster recovery process by implementing Veeam backup & replication for local backups and site to site replication for failover purposes.
* Created & configured exchange 2013 servers in MCR & ATL and setup a DAG for high availability.
* Upgraded email security & filtering from AppRiver to Mimecast for better protection against spam & impersonation protection.
* Implementation and administration of Microsoft Office 365 and Azure Cloud Services configured with AD Sync setup in a hybrid environment.
* Migrated & upgraded on-premise SharePoint 2013, Lync 2013 & Exchange 2013 into SharePoint online, Skype for business & Exchange online in the office 365 platform.
* Implemented & configured a Forti WIFI 50E firewall and a server 2016 Hyper-V host with a virtual domain controller & file server in the Dubai office & created a VPN connection to the Manchester and Atlanta offices.

**ICT Systems Administrator:** From 09/02/2012 – 31/05/13

Chillfactore - Extremecool LTD

In my position I worked in a team of 2. We were responsible for a small network of 19 servers including Exchange 2010 and MSSQL 2008 and around 70 desktops. Together we dealt with everyday IT calls as well as supporting the users with a complex EPOS booking system. This system is linked to Microsoft CRM, which I often had to customise or modify to suit the business’ needs.

I was responsible for maintaining and updating the Intranet and other web applications which are written in ASPX and run on IIS and whilst in my position I created a number of small internal websites written in PHP/HTML that connect to MySQL or CRM/MSSQL to retrieve real time information.

I was involved in creating SSRS reports by manipulating the SQL data providing departments with real time data relevant to the task at hand.

Other responsibilities include looking after AD and group policies, fire walls and the proxy server whilst, most importantly, being responsible for maintaining the uptime of all the key servers that run the online and internal booking system.

I was happy to full-fill on-call duties, during which time I was required to be available 24/7 for 2 weeks out of the month. This is in case of any critical system failures and, in turn, ensuring there was as little downtime as possible, minimising the risk of losing any of the businesses incoming revenue.

I was also involved in a major server upgrade migrating all virtual servers running on hyper v 2008 R2 and converting other physical hosts to vhd’s to server 2012.

During this task I also had a great deal of input restructuring the networks backup solution as well as being part of the planning for the company’s disaster recovery process. This consisted of using the Hyper V replication feature to failover servers at the other end of the building, as well as log shipping CRM and Sage databases to an offsite SQL server hosted within a data center.

This was a challenge but very rewarding for me as I gained a great deal of knowledge and experience. On reflection this has definitely been one of my biggest tests during my career to that date.

**Installations Engineer/2nd Line ICT Support Technician**: From 09/05/2011 - 06/02/2012

Integrated Dental Holdings

I was initially employed on a 6 month contract where my main role was to travel long distances and stay overnight to carry out ICT kit swaps and full installs in Dental Practices up and down the UK.

In preparation for this I was solely responsible for building a new server for the site. This included installing and configuring the OS and promoting it to a domain controller, adding roles such as DNS DHCP and Terminal services and then installing the complex SQL driven Dental software.

I was also required to build and configure a number of PC’s or thin clients and Cisco routers. Once on a site I would transfer any sensitive data from an old server to the new one and then import it into the SQL database. Before leaving, the following day, I would always ensure that the site was fully operational.

At the end of my 6 month contract I was offered a permanent position as a 2nd line support Technician and working as a member of a team I helped remotely support thousands of staff whom were based in over 500 sites, supporting them with all ICT software/hardware concerns.

**ICT Support Technician**: From 20/06/2008 to 06/05/2011

Salford City Council, Walkden High School.

During the time in which I was employed by Salford City Council I worked as a 1st and 2nd line support Technician.

The school in which I was based had a large vanilla network with 20 Servers on a sever 2003 active directory domain which hosted its own email on Exchange, File Servers, Print, Terminal Services Server (VPN), Web Servers etc.

As a member of a team of 4, I supported approximately 1400 users and assisted them with any technical issues they encountered. On a daily basis I multi-tasked and managed my workload by responding appropriately to jobs which were assigned to me on the Manage Engine help desk as well as by phone and email.

I very quickly gained competence in troubleshooting, problem solving and finding and creating solutions to all technical issues as everything ICT related in school was managed in house.

This role gave me a vast experience in using Active Directory DNS, DHCP and Group Policies and confidence in using a wide range of networking tools including Batch files and VBS scripts.

During my role I was given the responsibility for several key areas, including updating the school’s website and scoping out and implementing & developing a new room booking system. The final program was a PHP based website with MYSQL database on the backend & Apache.

In addition to this I also wrote a number of small internal PHP/HTML web applications in order to provide a practical solution to the school’s needs.

I gained a huge amount of experience and confidence during this role which I have been able to transfer and expand to my next job role.

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| **Education and Training** |

**Taitec college, March 2019**

MCSA – Office 365 Business Productivity [MCSA - Certified](https://www.youracclaim.com/badges/7a0f53de-41d3-48d1-8031-adee56d8d9e1/)

**QA Manchester, November 2018**

M20347 Enabling & Managing Office 365 Training

Microsoft certificate of achievement gained

**QA Manchester, April 2015**

Amazon Web Services – systems & operations on AWS Training

Tech partnership certificate of achievement gained

**Manchester College, 2012**

Foundation WEB Programming (PHP, MySQL) Pass

**MANCAT, Manchester, 2007 - 2008**

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| City & Guilds Level 1 & 2 Diploma in ICT Systems and Support | Distinction |
| Cisco IT Essentials: PC Hardware and Software | Pass |

**Salford College, Salford, 2006- 2007**

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| OCNW Level 2 certificate in Information & Communication Technology | Pass |
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| **References** | |
| **Professional 1** | **Professional 2** |
| Neil Ryalls  IT Manager  Italmatch Chemicals  2 Brightgate way, Cobra Court  Stretford  M32 0TB  0161 864 6699 | Randal Bruce  Head of IT  Chillfactore  Trafford Quays Leisure Village  Trafford Way  M41 7JA  0161 749 2210 |
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