David Smith

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Personal Profile

A multi-skilled IT Manager with 15 years of business/technical knowledge. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services/strategies that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, security, network and technical support with an ability to multi-task, whilst working under pressure. Overall, I am highly driven, enthusiastic and a committed IT professional, always ready for the next challenge.

Career Profile

The Book People Ltd

IT Manager (Jan 2018 – present)

Promoted and thus responsible for IT Service Operations (Service Desk, DevOps, Security, Network Services and Physical & AWS Cloud Infrastructure)

* Ensuring all systems are adequately monitored and maintained and managing the daily workflow through service operations.
* Design, Deploy and maintain security, network and scalable systems management applications within an AWS environment (VPC’s, Security Groups & ACLs, ASG)
* Implement process and quality improvements through task automation. Institute infrastructure as code, and automation of routine maintenance tasks (Jenkins & Terraform)
* Automating container deployment, container (de)scaling & container load balancing. (Kubernetes)
* Having strong IT, commercial, planning and budgeting skills
* Overseeing the development, installation and implementation of new IT solutions for the organisation's business systems and processes including migrating legacy eCommerce solution to AWS.
* Perform data migration from on premises environments into AWS (S3 & Snowflake Data Warehouse)
* Implementation of ITIL methodologies, improving service delivery and inter departmental relations.
* Problem Management, Release Management, Risk/Impact Analysis and change requests for new projects, system changes and upgrades.

The Book People Ltd

Assistant IT Manager (May 2013 – Dec 2017)

Promoted to Assistant IT Manager after demonstrating an ability to think commercially and successfully delivering on major business project initiatives. These included integrating a new business acquisition and a PCI compliance project to protect and tokenise card transaction on an E-commerce platform and back end CRM system.

* Managing a technical Service Desk team.
* Developing & maintaining the company IT systems, software and databases.

The Book People Ltd

Systems/Network Administrator (August 2010 – Apr 2013)

Providing expert IT support and guidance in relation to the management and maintenance of technologies within the business.

* Managing the internal & hosted network infrastructure including firewalls, servers, switches and telephony.
* System monitoring and root cause analysis
* System and user AD administration, system security and backups
* Provide out of hours support to maintain service up-times
* Maintain security infrastructure including antivirus software, firewalls and endpoints.

The Book People Ltd

1st/2nd Line Support Engineer (August 2004 – July 2010)

Providing advice, support and practical assistance to system users via the IT service desk system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service

* Remote administration and management of user equipment.
* Installing and configuring computer systems using different build technologies.
* Perform routine backups & archival of files to assist with disaster recovery.
* Escalating and identify any critical issues.
* Carrying out user administration and set up.
* Recording and resolving faults as reported on: PC’s, servers, laptops and mobile.

**System Experience:**

* Cloud (AWS), Jenkins, Apache NiFi, Docker, Kubernetes, IBM WebSphere Commerce
* VMware vSphere ESXi 5.5 & 6.5, vCenter Server, vMotion
* Cisco Networking, ASA Firewalls, LAN & WAN, VPN, VOIP & SIP
* DB2, Oracle 8i, 9i, 10G, 11G, Microsoft SQL Server, Postgres, Aurora, Snowflake
* IBM Aix/Unix, Ubuntu, Solaris, Red Hat, OSX
* IBM Tivoli Monitoring / Zabbix, Grafana, Kabana
* Microsoft Server, Microsoft Exchange, Office 365
* Active Directory, GPO’s, DNS/DHCP, NetApp Storage, Storwize, DR

Training & Professional Qualifications

(AWS) Certified Solutions Architect - Associate

(CCNA) – Routing and Switching Course

(MCSA) Microsoft Certified System Administrator

(MCP) Microsoft Certified Professional

ITIL V3 Foundation, Green badge holder.

PCI Awareness

Implementing Cisco Network Security

References

Available on Request

Personal Details

Date of birth 27/02/1983

Hobbies/Interests Walking, watching sport and films

Driving License Full Clean UK driving License, car owner