Stan Norwood

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## PERSONAL STATEMENT

I am an enthusiastic, hands-on IT professional with more than 18 years of experience in first, second, and third line support across England, Scotland, and Northern Ireland. I have a full UK driving licence and enjoy providing multisite support. My ideal position is an even split between long-term project work and day to day user support.

## WORK EXPERIENCE

First Line Infrastructure Support - August 2017 to October 2018

Leeds Arts University (formerly Leeds College of Art)

* First, second, third line user support
* Infrastructure planning and support of new expansion (completed overall December 2018)
* Implementation of Eduroam federated radius (October 2017)
* Prepared tender for 65 workgroup printers, 14 photocopiers (January 2018)
* Completion of hardware audit - 1100 PCs, 600 Macs, 125 iPads, 60 printers (March 2018)
* Implementation of Shibboleth Single Sign-On, allowing two local ADs to authenticate three university public websites. (October 2018)
* Researching and writing student user guides and service documentation for laser cutter, CNC router, plasma cutter, and 3D printer in the 3D workshop. (on-going throughout)

IT Support Engineer - January 2016 to September 2016

British Car Auctions Leeds

* Legacy second and third line support of former SMA Vehicle Remarketing infrastructure.
* Orderly transfer of assets, contracts, and documentation to BCA Headquarters at Farnham.
* Decommission of Aberdeen Compound and Newcastle Branch. With the purchase of SMA by BCA, the Office of Fair Trading determined that BCA would have a monopoly in those markets. These locations were re-sold to a competitor in January 2016 to comply. I isolated the local networks, deep archived all systems and data, recovered licensing that was not part of the transfer, etc. and prepared the sites for the competitor to assume without missing a single business day.
* By the end of 2015, most core functions of the business such as Finance, Accounts, HR, Email and Web presence, and of course IT Support itself were eliminated at branch level per the centralised operations model used by BCA.

Senior Technical Services Engineer - December 2009 to January 2016

SMA Vehicle Remarketing Leeds Ltd (business sold to BCA)

* Design, development, and support of IT for a medium-sized automotive auction house group, including physical and virtual infrastructure, network and system configuration, web services, application and user support.
* Coordinate First, Second, Third Line Support for SMA Leeds HQ and five branch locations in the UK and Northern Ireland. (+600 users, 3 IT staff)
* 24-hour standby for all systems and applications.
* Technical contact for colocated full cabinet at Node4 Wakefield, with DR provided by replicating to Northampton with Zerto. This was a VMware 5.5 cluster with 7 VMs, providing four public websites, real-time video, live bidding, secure file transfer to DVLA Swansea, second MX relay, and backend for field inspectors.
* Designed and implemented VMware 5.5 infrastructure with 6 clusters, 12 hosts, and +45 VMs. Each cluster was a pair of DL380 G8s, with MSA P2000 shared storage.
* Implementation of MPLS and Cisco VOIP. This unified five separate switchboards, and eliminated the patchwork of VPNs connecting the branches. Primary contact for Vodafone and Cisco partners.
* Microsoft Volume Licensing, Purchasing and Compliance (successful audits by Microsoft UK in 2004, 2010, 2013).
* Licensing and subscription for Adobe Professional, Dimensions Accounting, Postal Address File (PAF), PGP Desktop, Teamseer HR, various bespoke auction management packages, HP Care Packs, Cisco, and antivirus.
* Northern Ireland branch launch. In 2010, SMA entered into an agreement with a property auction house in Magherafelt to provide physical and online automobile auctions. I worked with our project manager and Magherafelt Staff, and in five weeks, had full SMA auction site functionality integrated into a separate business.
* Birmingham branch launch. In 2011, SMA started work on a new, purpose-built site near Wolverhampton. I worked with the project manager to plan the infrastructure of the new build, such as data points, power sockets, copper and fibre runs, server room cabinets and cooling. I built the desktops, servers, video machines for the branch at my lab in Leeds. I had several internet connections at Leeds, so I setup an interim VPN out the primary, and back in through a secondary pipe. I was able to configure all the switches, routers, access points, AD replication etc. using the proper subnets, and with the sort of latency I could expect on the day. This setup ran four months in wait. All this was dropped into the new site as the building work was completed, only six business days before the first sale.

IT Support - April 2004 to December 2009

Premier Motorauctions Leeds

* Design, development, and support of IT Services for a large independent auction house, including network and system configuration, web services, application and user support.
* 24-hour standby for all systems and applications.
* Established the first Windows 2000 forest. This was eventually raised to 2008 functionality, and was AD for the PMA/SMA group, until final shutdown and replacement by the BCA domain in September 2016.
* Established general internet access. At the Leeds site, no copper or fibre broadband was available in 2004. The only internet access was dialup by a few select users with shared ISDN modems. After three months, I was able to install 512k WDSL through Liberty/Firstnet to provide access for the entire company. Internet access was limited by domain policy, and filtered through ISA.
* Launched BES 4.1 for 20 users in 2008. This grew to around 105 users and BES 5.5 by 2011, when the company dropped Blackberry in favour of iPhones and Android.
* Microsoft Volume Licensing, Purchasing and Compliance. When I started at Premier Motorauctions, there was no system in place to ensure compliance. Software was a mix of OEM, Retail, and undocumented Select. I was able to justify any corrections by pushing for an upgrade from Office 97 to Office 2000, and changing to volume licensing for 55 users, 45 machines and 3 servers. The Microsoft UK audit later in 2004 had no shortfall.
* SMA had 34 domain names, 6 in use and the rest held to prevent homesteading by competitors. I handled purchasing, DNS management, and SSL certificate renewal.

Web Developer - April 2002 to April 2004

Commence Countdown Marketing

* I started at Commence Countdown as a web developer, and provided general desktop support. The network was a simple workgroup of around 12 PCs and 6 Macs.
* After three months, I established a Windows 2000 domain, and moved the email from a hosted service through the ISP to local Exchange 2000. This upgrade also meant I could setup Services for Macintosh, so the mix of Mac and Windows could have proper file sharing without needing external drives or third-party software.
* I developed the helpdesk and ticketing system for IT Support. This was the primary channel for raising issues and reporting faults across all PMA/SMA branches from March 2004 until September 2016. Users had full access to their own previous tickets though the public www portal. This was written in PHP with a MySQL database.
* I was eventually transferred to the parent business. Commence Countdown and Premier Motorauctions had the same owners, and my role was shared across both companies. I actually continued to support Commence Countdown until I left the group completely in September 2016.

Network Support Assistant - September 2001 to April 2002

ULTH Leeds General Infirmary

* First line support for Department of Pathology (900 desktops).
* Machine upgrades, desk moves, printer setup
* Patching, tape swaps
* User account management for both Windows and Novell
* Completed unpaid internship and went immediately to work at Commence Countdown.

## EDUCATION

Advanced GNVQ in IT - September 1999 to June 2001

Park Lane College Leeds

## CURRENT SKILL SET

* Windows Domain Services to include DNS, WINS, DHCP, IAS, CA, AD, LDAP
* Linux administration, Samba, Central Syslog, Rsync, phpMyAdmin
* Apache, IIS, PHP, ASP, RSS
* VMWare VSphere, ESXI
* MySQL, MSDE, SQL 2005
* Office 97 - 2010, OpenOffice
* SMTP, MX, CDONTS, Exchange
* Server, Desktop, Laptop, Mobile, POS, Barcoding
* Arcserve, NT Backup, PRTG, OCS
* Kaspersky, Clearswift, Symantec, Webroot
* UPS, Physical Security, Copper and Fibre, Infrastructure
* VOIP and MPLS administration and maintenance
* Routing, Firewall, NAT/PAT, VLANS, Proxy, Filtering
* Cisco ASA, PIX, Aironet, Call Manager
* HP Procurve, Motorola, Meraki, Ubiquiti
* Scripting and automation with appropriate tools such as batch, PowerShell, VBScript, Perl
* Remote administration and access using SSH, Dameware, Teamviewer, VNC, RDP/TS