Craig Hand

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Key Skills and Projects

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| **Desktop Support** – Certified Mac Technician, Certified Casper (Jamf Pro) Technician, Software and Hardware Troubleshooting, Configuration, Repairs, Upgrades  **Technologies/Applications** – macOS, Windows Server, Active Directory, LDAP, Okta, Office 365, Linux/LAMP Stack, AWS, Azure, VSphere, Docker, AirWatch, Meraki, Ubiquiti, Zoom, Webex, RingCentral, Cisco CUCM, NAS (Synology, QNAP), Jira, Confluence, HipChat, Slack | **Transferable Skills** – Technical Writing/Documentation, Customer Service, Vendor Liaison, Project Management, Online Marketing, Training, Computerised Systems Validation/Compliance  **Programming/Scripting** – Bash/Shell, PowerShell, Java, C#, HTML, JavaScript, CSS, PHP, AppleScript, Git, Subversion, Jenkins, Visual Studio, Xamarin, HP Quality Center |
| **Okta Single Sign-On** (WhiteHat Security) – Configuration, testing and deployment of SAML SSO and MFA (RSA, Google) for business systems including Office 365, Workday, RingCentral, Zoom, Skillport.  **Jamf Pro/Casper** (WhiteHat Security) – Administration of device management system for macOS endpoints/servers, iPads and Apple TVs. Development and deployment of custom installation and configuration packages/scripts.  **IT Documentation** (WhiteHat Security) – Organised and re-wrote existing internal documentation for Corporate IT department. Responsible for writing new documentation for rollout of new systems (both internal and user support), new hire guides and weekly IT newsletter sent to users with Marketo.  **Office Technology Upgrades** (WhiteHat Security) – Deployment of centrally managed iPads for Robin meeting room displays and Envoy visitor management systems, and large-screen dashboard displays (Grafana).  **Asset Panda** (WhiteHat Security) – Responsible for company-wide SaaS asset management solution for IT assets, including product evaluation and selection, configuration, testing and deployment.  **New Creation** (Orchard Independent Apple Support) – Multi-site NAS/RAID solution (Synology), wired/wireless (Ubiquiti) network infrastructure and Mac support/repairs for graphic design and print business.  **Almac Group** (Orchard Independent Apple Support) – iPhone repairs/troubleshooting and Mac support for global pharmaceutical group’s Northern Ireland headquarters.  **FH Commercials** (Orchard Independent Apple Support) – Mac and Windows support/repairs (including VMWare Fusion), backup, indoor/outdoor wireless infrastructure (Ubiquiti) for commercial vehicle maintenance business.  **ArisG Cloud** (Almac Pharma Services) – User Requirements, Electronic Records/Signatures Compliance and Validation Plan for upgrade/migration of pharmacovigilance system from internal hosting to SaaS platform.  **Overprint, Serialisation and Inspection System** (Almac Pharma Services) – Testing, Validation, Electronic Records/Signatures Compliance and Risk Assessment for pharmaceutical track and trace pilot project.  **Routes 2 Learning** (Retrograde Media) – Project management, development, training, support and analysis for online student database (PHP/MySQL), required for multi-organisation project led by Clydebank College.  **Flying Matchstick Men** (Retrograde Media) – Websites (band, album microsite) for Glasgow based label Too Many Fireworks, also album artwork and publicity material for album launch.  **Get into Enterprise Online** (Rocket Visuals) – Front end for dynamic eLearning site (HTML/ASP/Shockwave), multimedia development (CD-ROM), training and procedure development for Scottish Enterprise project. | |

Employment

**Senior Desktop Support Engineer** | WhiteHat Security, Belfast *Sep 2017 – Present*

**Desktop Support Engineer** | WhiteHat Security, Belfast *Nov 2015 – Aug 2017*

* Support for WhiteHat Security's global fleet of Macs, administration of supporting systems and technologies including Jamf Pro/Casper, Active Directory and corporate systems, e.g. RingCentral, Zoom, Jira, Confluence.
* Vendor liaison and procurement, user and departmental documentation.

**Owner** | Orchard Independent Apple Support, Lurgan *Nov 2011 – Oct 2015*

* IT services business with a focus on Apple products and related infrastructure.
* Repair, upgrade, training and business services (networking, NAS/RAID).

**Technical Writer** | Almac Group, Portadown *Feb 2014 – Sep 2014, Feb 2015 – Present*

* Technical documentation (e.g. release notes, Standard Operating Procedures), user guides and training material (Oracle User Productivity Kit content, presentations) for GxP and business systems.
* Web deployment of presentations and online training, delivery of SOP and employee induction training, training record management (Trackwise Learning Management System).

**Validation Officer** | Almac Pharma Services, Portadown *Dec 2010 – Jan 2014*

* Validation/testing for computerised systems, Electronic Records and Electronic Signatures (CFR21 Part 11/EudraLex Annex 11) compliance.
* Qualification for pharmaceutical equipment, facilities and processes, periodic review of validated systems.

**Managing Director** | Retrograde Media, Glasgow/Lurgan *Jun 2003 – Oct 2011*

* Web development, web hosting, print design and music production services.
* Clients included Clydebank College, Too Many Fireworks Records and the University of Glasgow.

**Genius** | Apple UK, Belfast *Apr 2010 – Dec 2010*

* Repairs and troubleshooting for Macs, Apple small devices and related products, delivery of group training sessions on Apple software and devices.

**Specialist/Family Room Specialist** | Apple Retail UK, Belfast *Aug 2008 – Apr 2010*

* Apple small device repairs and troubleshooting, delivery of one to one and group training sessions on Apple software and devices.
* Business and consumer sales (business team deputy lead), group training for consumer and business customers, customer service, disk image management, staff training.

**Online Marketing Coordinator** | Luna Records, Glasgow *Jul 2006 – Jun 2007*

* Maintenance of company websites and social networking profiles, finding and creating online marketing opportunities, liaising with technology partners (e.g. eMusic).

**Multimedia Developer** | Rocket Visuals, Edinburgh *Sep 2000 – May 2003*

* Multimedia design and development (web, CD-ROM and Shockwave), customer training and support, music licencing.
* Clients included Scottish Enterprise, WWAV Rapp Collins Advertising and the University of Edinburgh.

Education

**Professional Software Development Extended Diploma** |Southern Regional College, Portadown *Sep 2014 – Jan 2015*

* Pearson BTEC Level 5 (QCF) – Object Orientated Programming, Java, C#, Android Development, ASP.NET, Event Driven Programming, Systems Analysis, Systems Architecture, Database Management.

**BA Commercial Music** | University of Paisley, Ayr *Sep 2005 – Jun 2006*

* Copyright Law, Audio Engineering, Individual Project (dynamic venue availability website), Group Project (community music project), Sociology.
* Live Sound and DJ work for Student Union venues.

**Audio Engineering Diploma** | SAE Institute, Glasgow *Sep 2003 – Jun 2005*

* Audio Theory, Recording, Mixing, Mastering, Tape Editing, Surround Sound, Music Production.
* Video Editing and Graphic Design as part of prerequisite Basic Media Certificate.

St. Thomas of Aquin’s High School, Edinburgh *Aug 1992 – Jun 1998*

* Higher Grade – Art and Design (C), Computing Studies (B), English (B), Mathematics (C), Physics (B).
* 7 Standard Grades (1-2) including English (1), Mathematics (2) and Spanish (2).

Certifications and Additional Courses

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| **Introduction to Windows PowerShell** (EdX, Feb 2017)  **Certified Casper Technician** (Jamf, Dec 2016)  **Introduction to Microsoft Azure** (EdX, Nov 2016)  **Introduction to Python for Data Science** (EdX, Feb 2016)  **Introduction to Music Theory** (EdX, Mar 2016)  **Introduction to Cyber Security** (FutureLearn, Nov 2014)  **Introduction to Linux** (EdX, Aug 2014)  **Full Clean Driving Licence** | **Apple Certified Associate - Mac Integration 10.8** (Apple, Sep 2013)  **Apple Certified Macintosh Technician** (Apple, Apr 2010)  **Introduction to the Music Business** (EdX, Mar 2014)  **Take Your Medicine - The Impact of Drug Development** (EdX, Sep 2013)  **Advanced Microsoft Excel** (Almac, Jun 2013)  **Introduction to Scots Law** (University of Paisley, Sep 2006) |

Hobbies and Interests

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| * Playing, recording and listening to music | * Open source home brewing (BrewPi) |

References

Available on request.