**Calum Thomson**

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**Profile**

I am a versatile and hardworking IT professional experienced in delivering timely results and excellent customer service through first class technical and interpersonal skills. I have had extensive exposure to IT solutions implemented throughout the energy, aviation and telecoms industries and continuously develop my skills through self-directed learning. I have a genuine passion for technology, respond well to pressure and enjoy working both individually and as part of larger teams.

**Skills**

I have recent knowledge and experience working with the following applications / technologies:

* Windows Server (Core and GUI, 2003 – 2012 R2) - Installation, failover clustering, DHCP, DNS, AD, GPO management, trust relationships, RDS, WSUS, IIS, Exchange 2010
* Microsoft Cloud – Office 365 administration, Azure (VNETs, VMs, Web Apps)
* Microsoft System Centre – Configuration Manager 2007, Data Protection Manager 2012 R2
* Microsoft App-V 5.0 - infrastructure setup, application sequencing and management
* Amazon Web Services - EC2, S3, Elastic Beanstalk, VPC configuration, Cloud Formation, IAM, security group management, automated deployment via PowerShell.
* Continuous Integration - Jenkins
* Network Management - Cisco ASAs, Cisco switches, Cisco wireless LAN controllers, Draytek routers, VPN setup/maintenance, OpenSwan VPN (Linux), Azure native and AWS native VPN technologies
* Certificate Management - OpenSSL, certificate acquisition and deployment to Elastic Beanstalk and IIS websites
* Linux - CentOS 7, Postfix
* Database Administration - SQL, replication, mirroring, maintenance jobs, backup/restore, Transparent Data Encryption, database security
* Shell Scripting - PowerShell, Bash, AWS CLI, vbscript, batch files
* Backup administration - Backup Exec 2014 V-Ray Edition, vRanger, Windows Backup, System Centre 2012 DPM
* Virtualised infrastructure - VMWare vSphere v4.1.0, Hyper-V
* Storage - Starwind Virtual SAN, Dell Powervault MD3000i, Synology RS214 NAS

**Qualifications**

* In progress (started February 2016) – MCSE: Server Infrastructure (70-413, 70-414)
* MCSA: Server Infrastructure (70-410, 70-411, 70-412)
* CCNA (ICND1, ICND2)
* ITIL Foundation
* MCTS: Windows 7, Configuring (70-680)
* BEng (Hons): Electronic and Electrical Engineering

**Work Experience**

March 2015 – Present Redeem UK Limited – 3rd Line Infrastructure Engineer

I am currently working as lead infrastructure engineer for Redeem UK Limited in Bathgate. The role is a mixture of hands on technical work as well as coordinating 3rd parties and other team members. Redeem provide an end to end mobile phone recycling solution for their partners including development, deployment and maintenance of their websites. Redeem’s partners include large multinationals like Three and O2 so we are required to adhere to strict uptime SLAs.

Responsibilities:

* Ensuring partner uptime SLAs are met (99.99% in most cases)
* Maintaining AWS estate, where the bulk of our business critical infrastructure is hosted (Elastic Beanstalk websites, EC2 instances, Cloud Formation, configuring IAM users and roles, VPC network configuration, security groups, mounting SSL certificates on Load Balancers)
* Deploying servers to AWS (manual and automated deployment via PowerShell)
* Office 365 administration
* Maintaining Azure estate (classic VMs, WebApps, VNets, cloud services)
* Maintaining local infrastructure (Hyper-V and VMWare on Dell PowerEdge hosts, Dell PowerVault MD3000i SAN, Windows 2008-2012 R2)
* Database administration (SQL Server 2008 – 2014, backup/restore, maintenance jobs, setting up mirrored/replicated databases, TDE, troubleshooting SSIS packages)
* Maintaining network (Cisco ASAs, Cisco Switches, OpenSwan VPNs, Azure native VPN, Cisco Wireless LAN controller)
* IT security (Organising 3rd party penetration tests, endpoint hardening, Symantec Endpoint protection for anti-virus, TDE on sensitive databases, server and client patching)
* Incident response/management including report writing
* Coordinating infrastructure team members
* Working closely with development team to ensure supporting infrastructure meets their needs.

Achievements:

* Network upgrade/restructure – segregated “flat” corporate network into multiple VLANs and upgraded all existing equipment (Draytek routers, 3com switches etc.) to Cisco equipment across the board. Reallocated all IP addresses to allow Redeem Bathgate to connect with other entities in Redeem Group.
* Sage 200 Upgrade – Coordinated upgrade of Sage 200 system with 3rd party support company to align Redeem Bathgate with the other entities in Redeem Group prior to legal entity consolidation. This work was carried out with no downtime.
* SAN upgrade – put forward business case and successfully secured funds to upgrade production SAN from a StarWind virtual SAN to a Dell PowerVault MD3820i.
* Secured additional infrastructure team resources – put forward business case for additional 3rd line infrastructure engineer with a skillset which compliments my own and successfully recruited new team member. This has greatly improved the capabilities of the infrastructure team.

September 2011 – March 2015 prosource.it, various roles

Prosource.it provide managed IT services for a variety of clients based chiefly in the oil and gas industry. Working for prosource.it gave me the opportunity to operate in different and often highly contrasting environments, each with their own approaches to implementing their IT infrastructure. Client sites included:

November 2014 – March 2015 TAQA Bratani – Infrastructure Engineer

My primary role at TAQA was to package applications for deployment via SCCM 2007 to approximately 2000 users based in UK offices and on offshore platforms. Key responsibilities included:

* Planning, testing and implementing company-wide rollout of applications
* Operating system deployment via SCCM
* WSUS patch management – testing and deploying WSUS patches for the desktop estate
* Technical innovation – designed and implemented App-V test environment to evaluate application virtualization. All testing was carried out on VMWare hosted virtual machines.
* Analysing malware and improving security systems and practices

October 2012 – November 2014 Bond Offshore Helicopters – Infrastructure Engineer

Part of two man team supporting five hundred users across six bases in the UK and Norway. Key responsibilities at Bond included:

* Network maintenance and support (Draytek routers, Cisco switches, HP switches)
* Server infrastructure maintenance and support (Server 2003-2012, Hyper-V, Exchange 2010, DNS, DHCP, AD, Failover Clustering, WDS, Group Policy Management, PowerShell 3.0)
* Mitel phone system support (VOIP)
* Remote base setups (network infrastructure)
* On call support (out of business hours)

February 2012 – October 2012 TAQA Bratani – Project Engineer / Technical Innovation Group

My initial role here was as a project engineer for a Windows 7 deployment. From this position I moved into the Technical Innovation Group which was responsible for creating IT solutions to problems presented to us by the business. Good time management was essential as I had to reach milestones for my initiatives by strict deadlines. My initiatives included:

* Designing and implementing companywide improvements to the technical setup in the meeting rooms.
* Designing a secure system for transferring large amounts of sensitive data between sites.
* Assessing options for a contracts and asset management system and presenting possible solutions to key stakeholders

November 2011 – February 2012 BP – Project Engineer

This was overtime work in the evenings for the BP Voyager project and involved mounting BP’s standard Windows 7 image on new machines.

October 2011 – February 2012 Prosafe Offshore – Desktop Support Engineer

During my time at Prosafe I worked as a first and second line desktop support engineer.

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**References available on request**