**CURRICULUM VITAE**

Shaun Marshall

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**PERSONAL PROFILE**

A confident and effective communicator, with a can-do attitude, who has the ability to motivate and inspire others, I have a clear understanding of team dynamics and recognise the need to build trust and openness in order to achieve both business and individual goals/objectives. I am an outgoing, self-motivated and focused individual who enjoys the challenge of working in a team environment.

**EMPLOYMENT**

**Quest Software LTD**

**November 2016 – Present day (Dell sold its Software group to Quest)**

**Remote home office**

**Job Title: DevOps Engineer / SaaS Engineering Operations**

**Tasks:** Workingin DevOps orientated tasks working on Azure and AWS

building a CI/CD Build pipeline projects where all the software produces will run using same build

model, I am currently involved in architecting the SaaS micro services platform, which involves setting up monitoring solutions for each component of the applications, as well as providing scalable and automation to the developers, I currently work with Jenkins Pipelines for automated build process following a Blue/ Green deployment model. The micro Services run on Azure ACS with Docker Swarm and AWS Elastic Beanstalk EC2 Container Services. My role involves creating logging solution also using ELK solution, with vault / consul backend dynamically assign security credentials the applications need to authenticate to the clouds and New Relic Monitoring Solutions we use.

**Dell Corporation LTD**

**August 2013-October 2016**

**Job Title: Cloud Services System Architect**

**Tasks**: My role involves a varied set of operations, supporting Dell Cloud Manager (Formally

Enstratius). Working with customers to assist in the integration of Dell Cloud Manager, into

their On Premise environments, this involves the initial planning, design implementation of DCM

to fit their individual customer requirements. DCM is a Linux based application, my main skill for

this role is Linux System admin, managing the VMs, extracting logs , patching DCM, investigating

any issues, managing disk capacities, writing scripts to handle backup cron jobs configurations, setting up mysql replications,

user management & access control,

as well as implementing, I also help in the development of Chef

Configuration Management, to automate application deployment at server launch. I have in-depth

knowledge of Amazon Web Services and Openstack. I have recently obtained my AWS Solutions

Architect Associate level and VMWare VCP 6 in Cloud Management and Automation. As well as

working with customers I am involved in bug testing reporting, implementing features in the agile

development of DCM. Most recently been involved in DevOps orientated tasks working on Azure

building a CI/CD Build pipeline project where all the software produces will run using same build

model, I have gained knowledge of Azure Products and services while working on this project.

**March 2013 – August 2013**

**Job Title**: Enterprise Technical Support Advisor

**Description:** SupportingVMware infrastructure and vCloud Director for the Dell Cloud on Demand

**Tasks:** Supporting SharePoint Hosting, on the Dell Cloud, providing 3rd line support.

Providing the required resources within vCloud Director to support the customer requirements,

Installation and configuration of sites for customer on boarding, managing backups and usage

Analytics, also involved in designing and planning of the backend infrastructure and VMware

Infrastructure.

**March 2011 – March 2013**

**Job Title**: Technical Analysis Sr. Analyst

**Description:** SupportingVMware infrastructure and other supporting Servers for the Global Application Packaging Centre.

**Tasks:** This role involves on boarding Global Customers, this involves setting up secure access account for SQL reporting and Data Transfer, Vitalizing the customer builds and replicating on a ESX VMware environment. This covers Multiple OS and several Deployment methods for each customer, including Citrix Xenapp Server setup and SCCM/SMS, Wise and Install Shield Packaging setup configuration. My role also includes the managing or the user groups, shares assonated with the packaging Centre, along with all IT related issues, with in the Virtual machines and Virtual Networks. My role is to manage the ESX Server environment and monitor performance ensuring all Customer Vlans are accessible to the Application packagers and working with other Dell IT and Networks departments to ensure a nil downtime operation. We currently have a 20 host Farm located in Limerick and a 3 host Farm located in Canada with approx. 170 application packagers and supporting roles. I support the Equal logic storage located in Canada which is used for the 3 host farm. I maintain the SAN, allocate the storage to the farm managing the smart copies and monitoring logs to ensure the farm is running without issues. I am involved in the planning of a new VMware farm to be located in US. I manage and maintain all storage shares and have introduced a Capacity Management process to achieve this, I am also responsible in off boarding the customers and ensuring we are in compliance and not holding any data, re assigning any storage use and removing the customer Access. I Mentor and Provide assistance to lower level Technical Analysts, and provide dedicated support. **I** Analyse basic business needs and recommends ways to optimize PC hardware resources, and design Plan and implement new Solutions.

**May 2007 – March 2011**

**Job Title**: Technical Analysis Analyst

**Description:** SupportingVMware infrastructure and other supporting Servers for the Global Application Packaging Centre

**Tasks:** My tasks were the same in this role as above. I was inexperienced in VMware when joining the team and went in at a lower level. I leaned the relevant technologies and skills when working at a lower grade and gained the relevant qualifications to become a Sr. Analyst.

**October 2006 – May 2007**

**Job Title:** Workstation Specialist

**Description:** Providing Technical support for more complex Workstation Systems

**Tasks:** I supported the workstation team in the Cell Tech Lead (CTL) absences, acting as backup Cell Tech Lead (CTL). This will involve dealing with escalations acting as a first point of contact to assist techs in the team, helping in areas of difficulty for the techs, to provide a first time fix, or quick resolution to the problem. In the Cell Tech Lead (CTL) absence assist in case management using the reports provided (owned, closed open cases) checking the team’s cases and identifying areas of weakness and carrying compliance checks. I have also covered other Business Support teams, carrying out the same duties.

**June 2005 – October 2006**

**Job Title**: Technical Support Specialist

**Description:**  Providing Technical support for Dell’s Business Support customers.

**Tasks:** Troubleshoot customer’s hardware issues, diagnose and identify the problem and provide a solution. Provide best effort support for the business customers, going beyond the support boundaries to resolve customer issues, taking ownership of all cases and following through to completion, arranging engineers to visit customers when needed, assisting 3rd party businesses resolve issues with Dell customers.

**Internal Courses taken**:

Effective communication

Time Management

Presenting For Impact

BPI Yellow belt Training

VMware Certification Training

**April 05– June 05 (6 week temp contract)**

**Morrison and Bowmore Distillery**

Springburn Bond

Carlisle Street

Glasgow

**Job Title**: Helpdesk Analyst / Administrator

**Description:**  Providing IT support for all employees of Morrison and Bowmore Distillery, Supporting approx. 170 users, and several remote users.

**Tasks:** Daily Server Checks, backup monitoring, PC rebuilds, software and hardware installation, Novell Netware Administration (also used console 1), GroupWise 6.5 support and administration, Helpdesk duties, assisting in the upgrade of infrastructure, providing desktop support and troubleshooting any network issues, VPN support for remote users.

**Jan 05 – April 05 (temp contract)**

**SAIC**

5 Redwood Place

Peel Park Industrial Estate

East Kilbride

G74 5PB

**Job Title**: Service Desk Analyst

**Description:**  Providing a first point of contact Support for Scottish Power and Man Web**.** Covering all support for all call centre, power station, office and all other staff. Providing support for all applications and networking issues.

**Tasks:** Active Directory user account advice and support/admin some restricted Novell support, Remote VNC troubleshooting and fixes, Outlook configuration and maintenance, Application Resets, Printer setup and configuration. Assigning Shared Recourses, Structured troubleshooting and diagnostics of faults, Service Access Requests, Work Requests, Escalation to other support teams and 3rd party contractors, Call Logging, Pro-active monitoring of 1st and 2nd line Queue’s, General Advise, Call Ownership, All other Help desk tasks, Including email support.

**May 2004 – Feb 2005**

**Becogent Limited**

Victoria Place

Airdrie

ML6 9BY

Tel: 01236 628100

**Job Title:** Helpdesk Support Rep

**Description:** Providing Support for AOL users then changing role to support 3rd line ‘out of scope’ support for Blueyonder Customers

**Tasks:**Providing technical support for AOL Broadband customers: connection problems, helping them get reconnected, offering assistance in the removal of viruses and spy ware, by using tools and a knowledgebase troubleshooting program to log the problem, also use a BB Admin tool which helps check the status of a members line, and the availability of broadband. Use other tools which check for any Major Service Outages. I also perform general account tasks form resetting passwords, to upgrading or downgrading a member’s service.

I then moved onto a specialised project providing 3rd line, ‘out of scope’ support for Blueyonder customers. This current role covers all aspects of home computing which the ISP doesn’t support. The majority of the calls can be from Home Networking (wireless & wired) to application configuration, Virus and spy ware removal, Winsock Repairs, Covering platforms form win 98, win ME, win 2000 to win XP, and some calls NT, but the scope of NT support is limited

***August 1990 – May 2004***

**Job Title:** Chef

**Description:** Worked in Various hotels working as a Chef,

**EDUCATION**

**2003 – 2005**

**Glasgow Caledonian University:**

**BSc (with distinction): Networking and Computer Support (P.T.)**

**Subjects Included:** Computer Networking Technologies and Principles, Database Development and Administration, Software Customer Support, Network Management, Object Oriented Software Development, Web Systems Development and Technology 1. I displayed a very high aptitude in all subjects, particularly in Network Management, gaining 80% for the module and found this subject to be a very interesting topic. Overall grade 71%.

**2001 – 2003**

**Bell College of Technology – HND Computing: Support (P.T.)**

**Subjects Included**:Data Communications, Hardware installation and maintenance, Network Technology, Software Development Fourth Generation Language (Oracle, SQL), Multi User and Network System Administration, Providing Support to Users, Visual Basic, and Project Management

Pass with Merit.

**1999 – 2001**

**South Lanarkshire College – HNC Computing (P.T.)**

**Subjects Included:** Information Technology Applications 1, Software Develop**m**ent: Procedural Language, Systems Development: Introduction, Software Development Life cycle, Stand Alone Computer System Support, Computer Architecture, Communications 4, Information Systems and Services, Multi User Operation System (UNIX) Pass with Merit.

**Additional Courses/Training**

### **December 2015 -** **AWS Certified Solutions Architect - Associate VMWare Certified Professional 6 - Cloud Management and Automation October 2012 –** ChangeBASE Certification. **November 2011 -** VMware Certified Professional VCP 5 **July 2011 -**Windows 7 Configuration (MCTS) **March 2011 -** VMware Certified Professional VCP 4 **November 2010 -** Equal logic L1 iSCSI Training **August 2005 - DCSE**- Dell Certified System Expert **November 2004 - CCNA** 1 – First Semester **April 2002** 2151 MS Windows 2000 Network & Operating System Essentials 2152 Implementing MS Windows 2000 Professional & Server **April 2001 -** Practical Programming in C++ (single module) **June 2000 -** System Programming in C (single module

**Personal Interest**

Most of my spare time I enjoy keeping fit use a gym couple of times a week. I also do a lot of running, I have ran 3 Marathons achieving a time of under 4 hours and am currently in training for the Barcelona and London marathons this year.

Cooking is also a personal interest of mine, having been a chef in past and like to make the effort every now and then.

**REFERENCES**

*Available on Request*