**MICHAEL CRAIG RITCHIE**

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**Summary**

I am a Belbin Plant/Implementer who specialises in problem solving. I have a wide background in IT and a keen interest in building solutions, generating ideas and driving teams and products forward. I am security focussed and quality driven.

**Employment History**

**Senior QA Automation Analyst at Palantir Solutions Ltd Oct 2017 – Current**

Development of automation solutions to improve quality, portability and reliability of test environments. I developed a number of tools to facilitate the management of existing automated tests from a web interface. My vision was to allow non-QA staff to schedule and build tests without requiring coding experience. The ultimate aim of my position was to roll this technology outwards to provide DevOps capabilities to allow reduction in repetition across the business.

Key achievements:

* Development of infrastructure as code repositories for test environments
* Virtual machine image generation and management
* Standardisation of existing C# based test frameworks and refactoring to common functionality
* Integration with existing build process and overall reduction in time-to-test
* Optimisation of test environment resource utilisation
* Introduce build process for automated tests, aligned with product processes
* Optimised distribution methods for test data and build updates, solving data storage problems
* Provide training to department members on software development best practises and tooling.

Technologies used are:

* Languages: C# (framework and core), Powershell, Ruby
* Platforms: Windows, Linux (Ubuntu)
* Automation/build tools: VSTS, TFS, Cake, Packer, TeamCity
* Virtualisation: Hyper-V, Docker, Vagrant
* Source control: Git, TFS
* Frameworks: Entity Framework Core, Angular 6, Web API, RestSharp, HTML5/CSS3
* Other technologies: Nginx, Haproxy, MSSQL, Nunit 3, Resharper

**Software Engineer at Pentest Ltd Aug 2016 – Oct 2017**

DevOps role responsible for operational development, deployment, support and problem solving for a python based ITSM data translation service.

Key achievements:

* Migration of legacy development processes towards continuous integration
* Re-architect SaaS network layout to reduce costs and improve resiliency
* Creation and integration of Docker based testing framework with Gitlab-CI pipeline
* Application repackaging for isolation and manageability
* Development of a Django based operations API
* Automated service deployment in Amazon Web Services
* Implementation of a ticket based support system

Technologies used are:

* Languages: Bash, Python 2/3, Yaml, Jinja templates
* Platforms: Linux (Ubuntu/Debian/Centos)
* Automation/build tools: SaltStack, Gitlab, Gitlab-ci
* Virtualisation: AWS EC2, VMware ESXi, Docker, Vagrant
* Source control: Git, Subversion
* Frameworks: Django, Django Rest Framework
* Other technologies: Mysql, PostgreSQL, Nginx, HAproxy, Goreplay, Snap packaging, OTRS

**Software Engineer** at **Expro North Sea Ltd May 2015 – Jul 2016**

Responsibility for developing and testing back-office solutions for a safety critical software package in use in the Oil and Gas sector. Key achievements:

* Developing a web-based reporting facility for the support ticket system
* Developing WPF based middleware to connect the ticketing system to a testing suite
* Developing a web-based deployment and management console for the software package
* Developing Ranorex and Selenium based automated software tests
* Developing test environment automation software (web interface, management agents, web services and Nunit test runner)
* Clearing a backlog of outstanding support tickets by verification and testing of defects
* Implemented automated vulnerability scans to improve security of the software package
* Championed a development workshop to gather ideas for an upcoming software re-write
* Collaboration with delivery engineers to generate workarounds and diagnose product installation issues

Core technologies used for development are: C#, Web API, OWIN, VMware vSphere API 6, SMO, HTML5, Bootstrap 3, jQuery, Entity Framework 7 (RC1), RestSharp, Nunit, log4Net, MSSQL, PostgreSQL.

**Re-training and skilling for software development Dec 2014 – May 2015**

I decided to change career path back to my original intent which was software development. During this period I brought my development skills back up to speed in:

* Asp.Net – C#
* MS technologies – SQL server, Team Foundation Server, IIS, MSMQ, Visual Studio 2010-15, Web API, .Net 4.0/4.5
* Web technologies – HTML5, CSS3, JavaScript, AJAX, jQuery, Bootstrap
* Development on Linux – MySQL and Mono

This was immensely enjoyable and confirmed my desire to move towards a development role.

**IT Management Consultant** at **Impherium Ltd Nov 2013 – Dec 2014**

Having completed 10 years at Meta/READ, I felt the time was right to explore new opportunities and further my career. While studying to improve my growing software skills, I set up my own consultancy company to offer quality lead IT management consultation. I have worked alongside a local IT support provider to provide IT audits to a range of companies.

**IT Manager** at **Meta Downhole Ltd Dec 2011 – Oct 2013**

The production logging business line was spun off into a separate company, leaving the remaining project business to commercialise its market-defining metal to metal downhole isolation technology under the new name of Meta with approximately 55 personnel.

Key achievements:

* Planning and successfully completing a migration of IT infrastructure to new premises
* Isolation and separation of business critical services and data for spin off of production logging business
* Successful completion of Microsoft SAM audit immediately after spin off
* Refresh of VMware infrastructure to bolster off-site disaster recovery capabilities and secure hardware warranties
* Implementation of Microsoft Lync
* Planning and deployment of two further satellite base installations in Dubai and Houston
* Outsourcing of IT support helpdesk and partial outsourcing of 2nd/3rd line support

**IT Manager** at **READ Well Services Ltd Aug 2010 – Nov 2011**

My involvement with the company increased to a strategic level to meet the operational needs of the business which had approximately 80 personnel. My responsibilities remained broadly the same as the previous Systems Manager role but I became much more involved with delivering business critical services under periods of intense change.

Key achievements:

* Successful separation of seismic processing systems following production logging and project section of the business being purchased by venture capitalists
* No issues identified during IT due diligence for sale
* Successful ISO 9001 compliance audit
* Successful completion of Microsoft SAM audit
* Deployment and support of a satellite base in Norway to allow continued international expansion

**Systems Manager** at **READ Well Services Ltd Oct 2007 – Jul 2010**

A technical management role with overall responsibility for company IT operations across the UK. The business was expanding head count and geographically which ultimately required the recruitment of an IT administrator to assist me in maintaining the quality of service for approximately 50 personnel.

Key achievements:

* Transition to full VMware virtualisation platform from ad hoc servers
* MS Server/exchange migration to 2008/2007 respectively
* Recruitment and training of a IT administrator, acting as line management
* Zero unplanned downtime for lifespan of platform (3 years)

Key responsibilities included:

* Driving development of solutions to business problems and introducing new technology/modernisation.
* Licensing and QA compliance
* Business continuity and disaster recovery
* Training and development of IT department staff
* Technical lead to all It functions
* System monitoring and reporting

This was an exciting time with lots of new technology being implemented including VMware ESX 3.5, Server 2007, Exchange 2007, Symantec BackupExec 12 in combination with new server hardware, FC and iSCSI SAN’s and networking equipment. Significant scripting in PowerShell and AutoIT3 was undertaken to automate the creation of Active Directory domain.

**IT Administrator** at **Read Well Services Ltd Oct 2003 – Oct 2007**

Support and development for production logging, seismic and project related activities in an oil services company of approximately 35 personnel.

Key responsibilities included:

* IT procurement and auditing
* Avaya telecoms administration
* Linux and Solaris system development
* Windows server 2000 & 2003 configuration and management
* Exchange 2003 administration
* Networking and internet connectivity
* Backup and data management

During this time I was responsible for developing a web-based administration system for tracking IT assets, licensing and other configuration items. Development was based on Linux Apache Mysql PHP (LAMP) stack.

**Computing Officer** at **University of Aberdeen Aug 2000 – Aug 2003**

Development and support of computer systems in the Department of Computing Science. This role was performed as part of a 3 man team and supported approximately 50 research personnel.

Key responsibilities included:

* Windows 2000 domain installation/configuration and administration
* Migration support for hardware and software
* Software packaging and deployment
* Desktop & Laptop configuration and installation
* Technical assistance to research activities

**Skills**

* Solid knowledge of Windows/Linux operating systems and surrounding ecosystems
* 15+ years of PC and server hardware experience
* Ability to learn quickly and adapt
* Strong fundamentals of software development, object oriented programming and methodologies.
* WinForms development from VB6 onwards, ASP.Net C#/MVC, HTML, CSS and other web technology knowledge.

**Training**

ITIL Lifecycle certificate in Service Operations 24/07/2013

ITIL Lifecycle certificate in Service Design 24/06/2013

ITIL V3 Foundation Certificate 06/08/2012

Advanced Practical Negotiation 12/03/2012

Configuring, Managing and Maintaining Windows Server 2008 15/10/2010

VMware 3.5 Install and Configure 01/09/2009

Maintaining a MS SQL Server 2005 Database 01/08/2008

Microsoft Exchange 2007 02/05/2008

FrontRange Goldmine Administration 01/08/2003

Updating support skills from MS Windows NT4 to Windows 2000 2002

TCP/IP Networking 2000

**Education**

**University of Aberdeen Aug 1996 – June 2000**

Graduated with a 2.1 B.Sc (Honours) degree in Computing Science.

**Montrose Academy 1990 – 1996**

Obtained 1 CSYS, 4 Highers and 7 Standard grades

**Additional Information**

I hold a UK passport and a clean UK driver’s license.