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| **Address:** | 76 Leaves Spring, Stevenage, Herts, SG2 9BH |
| **Telephone:** | 07974484718 |
| **Email:** | graham.crawley@protonmail.com |

## PERSONAL DETAILS

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| --- | --- | --- | --- |
| Date of Birth: | 27th November 1981 | Languages: | English |
| Work status: | British citizen (no work permit required) | Driving Licence: | Full, clean, plus own transport |
| **Clearance:** | Previously Security & CRB/DBS cleared | Health: | Excellent; non-smoker |

## PROFESSIONAL PROFILE

A dedicated & enthusiastic Microsoft & VMware certified professional with a wide knowledge & experience of deploying, maintaining, upgrading & decommissioning IT infrastructures through studies, work experiences & employment. A reliable & self-motivated individual who is able to use his own initiative & work well as part of a team. Likes to get his head down & hands on when it comes to work. Is hard working, a very good problem solver, flexible, reliable & always keen to learn & acquire new skills.

**Core Skills:**

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| * Windows Server 2003 - 2016 | * pfSense & Cisco ASA firewalls |
| * Administering A/D, DNS & DHCP | * Citrix XenServer 6.1 - 7.0 |
| * Managing wired & wireless TCP/IP networks | * Citrix XenApp 6.5 - 7.15 |
| * Red Hat, CentOS, Debian & Ubuntu Server administration | * VMware vSphere 5.0 - 6.7 |
| * Dell EqualLogic, HPE & NetApp SolidFire SAN storage | * VMware SRM & Replication |
| * Veeam, Backup Exec & R1Soft backups | * VMware VSAN |

## CAREER SUMMARY

**20/05/2019 - Present Swiss Post Solutions, Hatfield**

**Infrastructure Engineer**

Swiss Post Solutions is a global service provider of physical & digital document management & provides a comprehensive suite of document processing & business process services.

* **Responsibilities:** My role as an Infrastructure Engineer was to manage the physical & virtual compute, networking & storage of their UK IT infrastructure. My role was to monitor & maintain this dated infrastructure whilst designing, planning & implementing a refresh. To act as an escalation point for the service desk for all unresolved infrastructure requests & to perform investigations with prompt resolutions for all P1 tickets. To ensure capacity management goals are met for storage & hypervisor compute resources. To setup, monitor and test Veeam backups & restores. To patch firmware on switches, storage nodes & physical Dell blade servers & blade chassis. To patch Windows & Linux servers & appliances.
* **Skills needed:** The ability to work with older, legacy systems, including VMware ESXi 5.1, XenApp 7.6, Server 2008, Red Hat 6 & Debian 7. The environment needed constant, immediate repairs to hardware that was failing & was no longer under support. Being VMware certified allowed me to perform an initial audit of the environment & to resolve such issues as offline hosts, inaccessible VMs & datastores, misconfigured DNS & NTP settings on the hosts, missing DNS records & VM & host alerts. I also made optimisation changes to the clusters DRS, EVC & HA settings, revised the resource groups resource allocations & ensured VMs were correctly configured, to avoid performance degradation from cross NUMA communication. I also reduced all resource reclamation techniques, lowered CPU RDY times & datastore latency. These changes were necessary for an upcoming audit. Having prior knowledge of PCI DSS audits allowed me to run Nessus scans & successfully perform the remediation required to ensure they met the standards for compliance.
* **Achievements:** Completing a 6-month project as technical lead to migrate over 100 customer FTP accounts from Debian 7 servers in Welwyn Garden City, running proftpd, to servers in Northampton running Axway. The project consisted of creating user accounts & whitelisting IPs on ASAs for sFTP & FTPs & deploying servers & mounting storage shares in Debian. This project was one of many to ensure the offices & datacenter in Welwyn Garden City were vacated & decommissioned. I was also successful in updating my VCP 5.x to VCP 6.7.

**07/01/2019 – 06/03/2019 Secura Hosting, Welwyn Garden City**

**Cloud Engineer**

Secura Cloud provide custom VPC environments hosted on a high speed, resilient 10GB network hosted on a VMware environment, utilising Site Recovery Manager, vCloud Director, VSAN and NSX.

* **Responsibilities:** Service desk support.
* **Skills needed:** A/D & Office 365 administration.
* **Achievements:** Deploying Raspberry Pi’s for internal monitoring screens.

**08/05/2014 – 07/01/2019 ServerChoice Ltd, Stevenage**

**Hosted Systems Analyst**

ServerChoice designs, builds, hosts & supports custom cloud solutions, that are provisioned to their customer's precise specifications. These environments were hosted on shared VMware or Citrix hypervisors or dedicated physical hardware, hosted in one of their datacenters.

* **Responsibilities:** My role was to design & provision cloud environments & provide documentation & training to the support team before handing over for the day to day BAU management. I would also be responsible for any tier 3 escalations from the support team, which also included an on call, out of hours rota. In between customer projects I would be responsible for all internal infrastructure improvements & repairs.
* **Skills needed:** Due to the broad scope ofservices & the depth of configuration that ServerChoice offered, I was exposed to various technologies. The core skills needed wereVMware vSphere, Citrix XenServer, Citrix XenApp,Server 2012 & an understanding of Linux, due to the numerous Open Source appliances used for monitoring, DNS, firewalls, FIM, IDS & customer servers, which were frequently CentOS or Ubuntu server.
* **Achievements:** I successfully replaced the internal ServerChoice XenApp 6.5 Server with a high availability solution that included 2 Netscalers, 2 DDCs, 2 StoreFront servers & multiple MCS deployed XenApp servers running published desktops & applications. I configured an offsite VMware cluster backed by EqualLogic storage for DR & configured the replication & failover to use VMware SRM.

**16/04/2012 – 07/05/2014 Kier Ltd, Sandy Server Analyst**

Kier specialise in building, support services, commercial property development & private & affordable housing.

* **Responsibilities:** My role at Kier as a Server Analyst was to provide 3rd line server support, perform upgrades to the existing infrastructure & implement & deploy new projects & services for the company.My key responsibilities were to manage over 600 physical (Dell) & virtual (VMware) servers across Kier’s server estate, including the day to day operations in their Sandy & Rushden datacenters. I also provided support for their 150 VMware View thin client VMs. To manage the core 1 services, which included Email, Symantec/Mail Marshal web proxies, Servitor, Gaintime, Coins & Blackberry servers. I also provided proactive & reactive monitoring & timely responses to SCOM, VMware, ITA & other SNMP server & storage alerts.
* **Skills needed:** Knowledge ofDell PowerEdge servers, VMware vSphere v5.x, VMware View v5.x, iSCSI & fiber SAN storage, Exchange 2003 & 2010, Server 2000-2012, Backup Exec & XenApp 6.5. I also required an understanding of ITIL to effectively problem manage high level severity 1 & 2 service outages along with the day to day work flow from the service desk.
* **Achievements:** Whilst employed by Kier I increased my knowledge of VMware products & gained certification in vSphere v5.x. I’ve also broadened my experiences of various SAN storage & connectivity & Citrix XenApp.

## EDUCATION & QUALIFICATIONS

* **MCP, MCSA, MCSE, MCTS, MCITP Sever 2008 Administrator**
* 02/10/2019 – VMware **VCP 6.7 2V0-21.19**
* 03/02/2014 – 07/02/2014 – **VMware vSphere: Optimize & Scale v5.1 Training**
* 16/01/2014 – VMware **VCP5-DCV**
* 06/02/2014 – VMware **VCA-DCV**
* 11/03/2013 – 15/03/2013 – **VMware vSphere: Install, Configure, Manage v5.1 Training**
* 09/2001 – 06/2004 – **BSc – Computing: Internet Technology**
* 09/1993 – 06/2001 – **9** **GCSEs & Advanced GNVQ in IT (Equivalent to 3 A-levels)**