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EXPERTISE

- Microsoft Windows up to 10
- Office 12, 13
- Exchange 5.5/2007,
- Novell Netware
- eDirectory
- DNSDHCP,
- Windows 2003 Server, Windows Server 2008, Windows Server 2012
- Outlook 2007, 2010
- Sunrise Optima, Infra, Marval
- Citrix/Thin Client, VPN
- Apple MACS OS X,
- Adobe CS5, CS6 Apps – Dreamweaver, Photoshop, some Flash,
- Project Management,
- Web Design – CSS, XHTML, HTML, some PHP
- Web Development,
- RedDot CMS /Terminal 4 CMS
- VMware ESX 3.5, 4.1, 5, 5.5
- Support and deployment of a range of custom designed and off the shelf applications into a high-availability environment
- Meets tight and demanding deadlines under pressure

ACHIEVEMENTS

- **Lead** in Enterprise Certificate Authority for UAL environment, testing autoenrollment and web server certification and binding to IIS.
- **Co-led** in the file migration project migrating data from NetWare 6.5 to Windows W2K8 File Servers, with full AD group security implementation.
- **Co-led** in the arrest of virus issues at University due to current weakness of Oracle Java.
- **Instituted** equipment recycling procedures for old PCs, MACs and other redundant equipment.
- **Designed, Planned and implemented** redesign of IT Services website while migrating IT Department old web site using RedDot CMS.
- **Maintained and deployed** IDCS systems and printers throughout University

- Part of **Support Team** that carried out daily problem solving activities to ensure customer satisfaction with problems they encounter.
- **Configuration and testing** of hardware and software.
- **Designed, Planned and implemented** migrated of Amoco's Drilling Department 40 years of drilling data from an **Access 2.0** to **Oracle 8** on a **UNIX** backbone.
- **Designed, planned and implemented** networking of BP/Amoco Staff Complex for staff and expatriates for both connections to the **Internet** and **LAN** Networks at Amoco Gelota Point.
- **Deployed, planned and implemented** a cable network project between two satellite offshore platforms using fibre.
- **Maintains** knowledge base on the helpdesk system to ensure problem solutions are available to colleagues
- **Developing** IT documentation and reports for users and the technical team.

Career History

May 13 – Present   Systems Administrator   University of the Arts London
Deliver, maintain and implement hardware systems and related services.

- Install, configure, manage and patch MS Windows-based servers, clusters, network storage, network appliances, and their operating systems and associated software. Monitor capacity and initiate action to resolve any shortfalls according to agreed procedures.
- Develop maintenance schedules and procedures, monitoring system performance, activity and identifying system intrusion using a wide range of software diagnostic tools and techniques, collecting performance statistics and creating reports.
- Conduct security risk assessments for defined business applications or IT installations and provide guidance and advice regarding procedural and technical controls.
- Develop, maintain and document detailed knowledge of networks management and process improvement, updating configuration management records where necessary. Apply tools, techniques and processes for administering configuration items and related information.
- Design, code, test, correct and document complex test scripts using agreed methods and standards, reviewing and modifying tests where necessary.
- Track system accountability metrics using standard tools.
- Implement backup and recovery procedures in collaboration with other server administrators.
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- Work closely and collaboratively with other team members, systems and database administrators and those who provide end user support to integrate technologies with appropriate systems and applications across the University.
- Contribute to project plans for the implementation of upgrades and developments to systems and services.
- Provide detailed assistance and advice where necessary regarding methods and tools for the application and execution of MS Windows-based tasks to less experienced members of the team and in response to helpdesk incident escalation queries.

- Contribute to the monitoring and maintenance of the services provided by the MS Windows team.

Jan 01 – April 13   Senior Support Analyst   University of the Arts London
Deliver hardware and software services.

- Participation in the development and on-going support of the University's desktop computer environment.
- Rollout of Desktop Refresh program from Windows XP to Windows 7
- Responsible for the installation of new hardware systems or upgrades. Load, configure and administer network/PC operating systems and application software
- Provide assistance and advice, resolving problems and evaluating solutions to meet specified objectives and service standards
- Plan own work to meet objectives and deadlines, demonstrating an analytical approach to problem solving, documenting and using appropriate methods and tools in accordance with agreed service levels.
- Deputize in absence of Support Manager.
- Document all faults and resolutions within InfraEnterprise, accurately and systematically to meet standards and ensure that all user problems are escalated appropriately.
- Participation in the documentation of procedures to support the work of the Support Team, via the knowledgebase and the maintenance of the CMDB in InfraEnterprise.
- Day-to-Day backups and restores using **Galaxy.**
- Network administration (**NWADMIN/Console One/iManager/Zen11)** to change user password, checking accounts creation, set user email limits, remote files locks, and file administration.
- Delivery documentation on the building of applications through **ZEN APPS**
- Negotiation with 3rd party supplier on hardware and software supplies and liaison with internal teams on availability & requirements.
- Installation/upgrade of the SYPOL/CMS – Chemical Management System.
- Developed a tracking system for the installation of hardware and software through a spreadsheet.
- Initiated the development of an IT strategy for Support Department, which included new working hours, the implementation of a helpdesk facility and feedback mechanism to improve services to customers.
- Involved in the Apple MAC project of integrating MACs onto Novell network and updating MACs connectivity to NetWare environment.
- Involved in the development of IT governance of UAL's standard desktop for both Windows 2000/XP

May 99 - Oct 00   Technical Support Analyst   IIED
Worked in the IT Department for an environmental organization involved in developing policies in third world countries on environmental issues.

- Administration of networks using **Novell 5.x and NT 4** cross platform.
- Installation, configuration and implementation of hardware and software for End Users: **Windows 95/98, Office 97/2000, Anti-Virus, Outlook 2000, PCs Laptops, Hubs, and Printers**.
- 1st and 2nd level User Support.
- Daily backup and restore using **Backup Exec 8.5** and **Arc Serve IT**.
- Developed an IT strategy for the future development of the IT department.

June 96 - Mar 99 Systems Analyst BP/Amoco of T&T

Worked in the IT department, of one of the world's leading Oil Companies involved in delivering services to various clients.

- Responsible for design, development, enhancements and maintenance of the applications systems.
- Analysed and re-engineered the business processes to improve the delivery of hardware and software application in a more timely and cost effect manner to customers.
- Provided customer support in all area of IT and support users of business specific technical applications.
- Performed administration of **NetWare 4.x**, **UNIX** platforms, duties included backups, user administration, server re-boots, and general maintenance.

1994 – 1996   MIS Analyst   Yorke Structures Ltd.

Worked for the Accounts Department handling various duties including network maintenance.

- Responsible for the maintenance of two ten user **LAN** Environment.
- Provided general administration of the system.
- Performed daily backup and other duties.

1993 – 1994   Computer Technician   University of Westminster (part- time)
- Maintenance of computer labs.

1989 – 1990   Computer Operator   SSLS
- Maintain VAX, HP and DEC systems and other duties.

1988 – 1989   Computer Operator   PinPoint Analysis Ltd.
- Digitizing maps maintaining VAX systems as well as other duties.

Qualifications

2008	MAC Support Training
2008	ITIL V3 Foundation Training
2004	MAC OS X Training
2002	Windows 2000 Training
1996	NetWare 3.x CNA
	NetWare 3.x Advanced Admin
	NetWare 3.x Installation and Configuration

Education

2009 – 2012	PhD In eBusiness
	Dissertation Titled: "Can SMEs gain from eBusiness Development in CARICOM: An Empirical Study" – not completed
	University of Portsmouth
2003 – 2008	M.Sc. Ecommerce with Marketing
	Thesis Titled: "eCommerce a CARICOM Initiative for Small and Medium Enterprises (SMEs)"
	University of Portsmouth
1990 - 1994	B.Sc. (Hons) Computing
	University of Westminster
1988 - 1990	BTEC National Certificate In Computer Studies
	Hammersmith and West London College

Interests

Insert details: Cinema, Trips, Natural Sites, Reading, IT, and Music

Referees

Available upon request