Garry Newsham BSc (Hons), MBCS

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Profile

An Architect/Engineer with full project lifecycle experience designing, implementing and supporting email, unified communications, collaboration and mobility solutions.

Most recent role was Subject Matter Expert in a team designing an on-premises Skype for Business implementation and Lync to Teams migration for the Ministry of Defence.

Expertise

IM, AV, chat, web conferencing and telephony using **Microsoft Teams, Skype for Business, Lync,** **OCS 2007 R2, LCS 2005 SP1, Asterisk, Freeswitch SBC, sipgate (11 years)**

Email using **Exchange Server 2019-2003, Nexor Mailer, X.400, Symantec MSME (10 years)**

Microsoft stack using **Windows Server 2019-2003, AD, IIS, SQL, Office Online Server (16 years)**

CloudInfrastructureusing **Office/Microsoft 365, Azure, AWS (4 years)**

On premise Infrastructure using **Linux/Unix, HPE SimpliVity HCI,** **VMware vSphere/NSX-T (6 years)**

Wintel using **Windows XP/7/8.1/10, Outlook, VDI, Ivanti/Lumension (10 years)**

Directory Sync using **AD, AAD Connect, FIM/MIM, LDAP/X.500/virtual directory (10 years)**

Scripting and Data Processing using **PowerShell,** **Perl, XML (5 years)**

Enterprise Mobility Management using **BlackBerry Enterprise Server 12, Microsoft Intune**

Configuration Management using **HP Service Manager,** **Borland StarTeam**

Enterprise Architecture modelling in **ArchiMate**

Agile Development using **SAFe, ClickUp, Atlassian Jira and Confluence**

AWS Certified Solutions Architect Associate

Microsoft Certified Professional

Achievements

* Resolved performance issues with Exchange 2016 on a shared virtual platform
* Successfully migrated 2000+ high-profile users in the Cabinet Office from Exchange 2013 to 2016 between AD forests under pressure to meet fixed timelines and avoid substantial financial penalties
* Supported a cloud migration from Exchange 2010/BES12 to Office 365/AirWatch
* Completed a rollout of a secure mobility service to 200 AWE board members and executives
* Deployed voice and video calling, migrating 4500 users from Exchange 2007/OCS to Exchange 2013/Lync 2013 and installed video conferencing to multiple remote locations
* Led a team that designed an uplift from OCS 2007 R2 to Lync 2013 for 200000 users with high availability and enterprise voice-ready
* Led a team that designed and delivered a Collaboration Service providing IM, persistent chat, audio, video and web conferencing, migrating 200000 users from LCS 2005 to OCS 2007 R2
* Rapidly designed and delivered a persistent chat service for 650 high profile users for the London 2012 Olympic Games

Career History

DXC – Messaging Design/Skype SME April 2021 – present (2 renewals)

* Designed a Skype for Business 2019 solution to replace Lync 2013 systems in the UK and overseas as the MOD look to move off MODNet
* Designed highly available and resilient Skype Enterprise Edition pools with pool pairing, load balancing and SQL AlwaysOn clusters built on HPE’s SimpliVity hyperconverged platform
* Design oversight of migration of 180000 users from Lync Enterprise Voice/Teams Islands to Microsoft Teams Phone System
* Direct Routing SIP trunk between Microsoft Teams Phone System and on-premises Ribbon SBCs managed by BT
* Liaised with other SMEs and workstreams to ensure dependencies were met and requirements fulfilled

Fujitsu Services – Core Applications Specialist Oct 2020 – Mar 2021

* Core Applications Specialist in a team supporting deployed and autonomous nodes for the MOD
* Providing level 4 support for Exchange and Skype for Business systems running on Hyper-V
* Video conferencing integration via Cisco CUBE SBCs for interoperability with Cisco virtual meeting rooms
* Enterprise Voice integration over SIP trunks to voice endpoints using Cisco Call Manager Express
* Enabled federation with partner organisations adhering to Federated Mission Networking (FMN) standards

Fujitsu Services – Unified Communications Architect April 2020 – Sept 2020

* Part of a bid team migrating a highly secure and complex legacy system to a modern architecture
* Designed a resilient email, IM and conferencing system using Exchange 2019 and Skype 2019
* Conformed to the SAFe framework for agile delivery, managed using Atlassian Jira and Confluence
* Applied Microsoft and VMware best practice to fulfil performance, high availability and disaster recovery requirements using a private cloud platform running VMware vSphere
* Liaised with third-party vendors to meet compliance requirements (Boldon James, NICE, Verint, ASC)

Capita Business Services – Unified Messaging Engineer Mar 2018 – Mar 2020 (1 renewal)

* Part of a team delivering email, IM and chat room services for a rapidly evolving government agency
* Provided support for email and IM to 10000 users spread over multiple sites in the UK and overseas
* Provisioned chat rooms and users onto a new Persistent Chat service
* Implemented daily health and performance checks for Exchange 2016 and Skype 2015
* Performed mailbox/email restore from backup, PST import/export, distribution list management
* Integrated Outlook, Skype and add-ins into desktop security infrastructure (Ivanti/Lumension, GPO)
* Reviewed Exchange and Skype infrastructure and made changes to match Microsoft best practice

Cabinet Office – Microsoft Exchange SME Nov 2017 – Feb 2018 (1 renewal)

* Rapid, high-pressure cross-forest migration of over 2000 very high-profile users on time and in budget
* Technical responsibility for migration from Exchange 2013 to Exchange 2016
* Moved mailboxes in bulk out-of-hours using PowerShell
* Liaised with outsourcing team to facilitate migration process and procedure

Cloud Business Ltd – Exchange/Office 365 Consultant June 2017 - July 2017

* Migrated users and groups from hosted Exchange to Office 365
* Added domains to Office 365 tenants, configured DNS records etc.
* Supported workstation and group policy migration between Active Directory domains
* Assessed on premise network to prepare for Skype for Business Online rollout

AWE plc - Messaging Engineer Sept 2015 - May 2017 (3 renewals)

* Part of a team delivering email, IM and mobility for the Atomic Weapons Establishment (AWE)
* Provided support for email, IM and conferencing to 4500 users spread over multiple sites in the UK
* Migrated the organisation from Exchange 2007 and OCS to Exchange 2013 and Lync 2013
* Kept servers patched and resolved issues with users + thin clients (Citrix Receiver, RDS on Dell WYSE)
* Supported BES12 enabling secure enterprise mobility using iPads and iPhones to 200 senior users
* Worked closely with users during device handover and escalated issues to Vodafone and BlackBerry
* Supported the migration from on premise BES12/Exchange 2010 to hybrid AirWatch/Office 365/Azure

ATLAS/Fujitsu - Senior Customer Solutions Architect Jan 2007 – Sept 2015

* Subject Matter Expert of the Collaboration Service on DII(F) for the MOD
* Responsible for design of IM, persistent chat, audio, video and web conferencing services to 200000 users in 2000 sites in the UK and overseas
* Designed upgrades from LCS to OCS and later on OCS to Lync 2013
* Rapidly designed and delivered a persistent chat service with compliance for 650 high profile users
* Produced solution overviews, high- and low-level designs following a TOGAF-like framework
* Defined requirements provided by other subsystems (AD, GPO, SQL, Storage, networking, QoS)
* Modelled bandwidth/network/compute scaling to aide planning for future service performance
* Allocated work to other SMEs and liaised with other teams to ensure dependencies were met
* Provided 4th line support, working with third party vendors to escalate support incidents and defects

ATLAS/EDS/HP - Messaging SME Sept 2006 - Jan 2007

* Messaging SME of the Messaging Service on DII(F) for the MOD
* Reviewed detailed design for the service running on Exchange 2003, Outlook 2003 and Veritas Cluster
* Provided 4th line support, correcting defects and interacting with other SMEs, subsystems etc.

EDS - Integrator Jan 2006 - Sept 2006

* Integrator within the Communications and Messaging Group
* Configured directory sync and email gateways between systems running on Windows and UNIX
* Binary data stream encoding and decoding
* Created and maintained Perl code using Rational ClearCase for source control
* Created Link 16 tactical data link simulations for demos to the MOD and partners at CWID 2006

BT Syntegra - Messaging Engineer Aug 2003 - Jan 2006

* Messaging Engineer with the Department for Work and Pensions where I developed Perl scripts to integrate address books of legacy email systems
* Provided 3rd line support for the X.500 directory and X.400/SMTP messaging backbone

BT Syntegra - Developer Jun 2001 – Aug 2003

* Developer on a project to integrate a Java/J2EE directory management tool with AD for BP Amoco plc
* Tester on businesslink.gov.uk for the Small Business Service within the Dept for Trade and Industry

Control Data - Messaging Engineer Sept 1997 - Jun 2001

* 3 months graduate training in Minneapolis on X.400, X.500, UNIX, Perl, Windows NT, Exchange 5.5
* Member of the Global Support team responsible for supporting the migration of Unilever’s 100000 user CcMail messaging system to an SMTP- and IMAP-based enterprise messaging solution

Certifications/ Professional Training

AWS Certified Solutions Architect Associate

Microsoft Certified: Azure Fundamentals

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Description automatically generated with low confidence](https://www.credly.com/badges/6bc47011-5bbb-47f0-8d75-81f4aa13a159/public_url)

AWS SysOps Admin, AWS Developer

Enterprise Voice & Online Services with Microsoft Lync Server 2013 - M20337

Managing Office 365 Identities and Services - M20346

VMware vSphere 4.1: Install, Configure, Manage

Implementing and Maintaining Microsoft Office Communications Server 2007 - 5177A

Upgrading to Exchange Server 2010 from Exchange Server 2003 or 2007

Education

University of Manchester Institute of Science and Technology (UMIST)

BSc Chemistry 2:1 achieved

Hutton Grammar School

A-level Chemistry Grade A A-level Physics Grade B

A-level Economics Grade B A-level General Studies Grade B

AS-level Maths Grade B

Personal

Nationality: British

References

Available upon request