Ken Davis

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Executive Summary:

An Experienced System Administrator who provides the added benefit of Support at all levels.
Enabling root cause analysis and decreased resolution times.
Key strengths include:
Solid all round skill base. Providing the capability to support across platforms, decreasing SLA's
VM Certified. Providing planning and design capabilities for cost effective resource.
Over 17 years within IT. Showing my success within this field, proving to be a benefit in its self.

Key Skills:

- Linux (Redhat, Ubuntu, Centos)
- Unix (Solaris, HP-UX, IBM AIX)
- Apache, Tomcat
- Weblogic

- Microsoft Server (NT – 2008)
- MS SQL Server 2005 – 2008
- SharePoint (Office 365)
- LDAP, DNS, DHCP,
- Active Directory

- Oracle (8g – 11i)
- Oracle (EBS, inc CRM & HR)
- MySQL
- Sybase

- Virtualisation (ESXi, VSphere, Citrix Xen)
- Puppet, Ansible
- Jira, Confluence, Git

- Monitoring (Nagios, HP Openview, Cacti)

Current Role:

2009 to date: ROLE (KJD IT Solutions Limited, previously via 360 Hyperlink)
Since 2009, have operated as an Independent IT Contractor, completing assignments for clients
such as Motorola, DSDA (M.O.D), Three Mobile and GE Avionics. Below is a list of example
assignments completed over this period [as well larger assignments from permanent career]
 (in no particular order, and not all are listed).

Selected Contract Assignments:

Three Mobile: Products Support Engineer

There has been a lack of resource to enable corrective actions to be made though out the
infrastructure,
Appointed as Product Support, my main tasks were to review several critical systems and to
implement improvements.
I implemented automatic housekeeping, which succeeded in removing over 300,000 files at a
saving of 75 Gigabytes of storage.
I finalised decommissioning of two pre 2009 applications. With over 30 servers to be
shutdown. This succeeded in a saving of approx 24KW of power.

TSTech: Section Manager / Linux Administrator

TSTech work on a 'Just in Time' manufacturing system, producing seats for Honda UK.
Upon arrival it was made clear that most of the purchasing and stock control were completed
via Excel sheets, A full MRP application had been purchased but was not configured or live.
The servers were on Redhat and the Database was MFGPRO. The requirement was to
implement the system to live with a deadline of 18 months.
I initially analysed the existing procedure from each department, from there I could produce
guidelines and full training, as well as automate as much as possible via bash scripting.
I purchased external software to enable speedy export/import of data from Excel to
MFGPRO,
I rewrote the Disaster recovery process and also incorporated additional offsite resource for
full system recovery.
Because of steps that I implemented the fail over process was reduced from 60 minutes to 15
minutes. The system went live in an unprecedented 12 months.

Schlumberger: Project Support Analyst

The company had a project to upgrade one of the Applications use on the many Linux Workstations, however initial tests had shown that the upgrade would not work on the existing version of Redhat, and there was now a requirement to upgrade all Linux workstations.

There were 186 workstations that were spread across four buildings on several floors. Single sign on was implemented would mean that Active Directory would also be affected Due to the variations in workstation configuration, including dual boot, several kick-start configurations were produced. Also a bash script ran from CDROM in would install the upgrade and assist with the Active Directory modifications.

Due to the upgrade plan, I reduced the rollout from 14 days to 3.5 days, resulting in a decrease in the outage time by 75%

Nanopore: IT Systems Administrator

Due to the nature of DNA processing it had been a problem whereby the existing SGE Pipeline cluster was not adequate for processing all the data, this created a huge backlog, Resulting in missed deadlines for development.

Appointed as the Linux system administrator one of my tasks was to rectify the backlog situation within a two week period. I increased the cluster with an additional 8 blades, This was completed within 48 hours..

This succeeded in reducing the backlog over the following 48 hours, enabling the next phase of development to be rolled out in time for a planned international conference.

Advising with regards to the setting up an automated configuration infrastructure using Ansible and Eucalyptus to replace the existing AWS supplier.

National Trust: Support Specialist

Donations are critical to how the Charity is funded, part of the DSS PCI requirements is to ensure the financial details of customers and beneficiaries are kept secure.

A requirement was there for made that the Financial Database should have its password changed every 6 weeks. This would also affect all connecting applications.

Initially the process would require an extended outage of all the financial systems.

I wrote bash scripts that would push out the new password to any relating applications and scripts via a text file.

I also created a procedure to ensure this was as efficient as possible enabling anyone with the relevant level of access to complete.

By implementing my changes the outage was reduced from 24 hours to just 2 hours, which in turn created greater financial benefits to the company.

1E: Test Analyst

1E are a 'Green' software company, producing software that aids companies to help reduce their footprint by ensuring servers use minimal power, and then increased power when required. Their software also reports all information relevant to the infrastructure.

Upon arrival it was clear that the software worked solely for Microsoft Servers.

And that a new requirement was made for this to work on all operating systems.

I produced a single bash script which checked the O/S (Linux or Unix), and what type/version. It then collected all the relevant information according to the O/S, such as CPU and Memory Usage etc enabling the software to work.

The company could then offer the software for all operating systems to both existing and new customers.

GE Aviation: Project Manager

There was a requirement to provide validation of software licences installed on the test infrastructure.

Appointed as the Software Project Manager, my task was to find a method to retrieve a list of installed software from every Test Rig, this ranged from the very old Dos 3.0 servers to the latest Microsoft 2008 Servers, as well as some Linux and Unix servers.

I produced a script to run on all variants of Microsoft operating systems to provide a listing to import into a new MS SQL database, this database was then compared to the Purchase order database for the relevant licenses,

With this information we were able to show the shortfall to be in the region of £425,000, which enabled the company to prevent any future fines.

Career Chronology:

- 02 2015 to 02 2016: Three Mobile: Product Support Engineer
- 10 2014 to 02 2015: Nanopore Technologies: POSITION
- 03 2014 to 10 2014: Tibco Software: Senior Systems Administrator
- 07 2012 to 03 2014: National Trust: Technical Support Specialist
- 02 2012 to 07 2012: GE Aviation: Software and O/S Engineer
- 10 2011 to 01 2012: GE Aviation: Software Project Manager
- 01 2011 to 05 2011: Schlumberger: Project Support Analyst
- 09 2010 to 12 2010: TSSI: Infrastructure Support Manager
- 06 2010 to 08 2010: 1E: Test Analyst/Administrator
- 02 2010 to 03 2010: DSDA (MOD) : System Administrator
- 05 2009 to 02 2010: Motorola UK: System Support Engineer
- 08 2007 to 02 2009: TSTech UK: Section Manager/Linux Administrator
- 04 2007 to 08 2007: Prepay Tech: Oracle Helpdesk Analyst
- 10 2006 to 03 2007: Lister Petter: Support Team Lead
- 09 1996 to 09 2006: Motorola UK: Application Support Engineer

Education:

- Diploma in Computer Appreciation & Basic programming.
- City & Guilds in Computer Literacy and Data processing.
- 10 GCE / CSE qualifications including Maths and English.

Training / Qualifications / Certifications:

- Certified Virtualisation Expert Boot Camp (CVE5.1)
- RH133 Red Hat Linux System Administration (RHCT)
- RH300 Red Hat Rapid Track Course (RHCE).
- CRB Clearance (Expired)
- SC (DVA) Clearance (Expired)

Technical Knowledge:

- Configuring and Supporting Apache Web Server, including redirects.
- Disaster Recovery and Progress Programming for MFGPRO including Replication.
- Oracle 10g and 11i System Administration Fundamentals 2.0; Workshop and Oracle SQL.
- Oracle PL/SQL Basics, Advanced, Database Programming.
- Implementing; Administering and Supporting Windows Server.
- Networking; Network Storage, TCP/IP Overview and UNIX Fundamentals.
- Microsoft XP Administration and Support.
- ITIL (Information Technology Infrastructure Library).
- CMMI (Capability Maturity Model Integration).
- Assertiveness; Interpersonal Skills; One to One Trainer Training.
- Sybase Administration and Support.

Memberships:

- *MBCS CITP* – Chartered IT Professional status with the British Computer Society
  Microsoft Partnership – registered Partner with Microsoft (Networked).
- *Redhat Partnership* – registered Partner with Redhat
- *Oracle Partnership* – registered Partner with Oracle
- *VMWare Partnership* – registered Partner with VMWare

Recommendations:

"You think long term through your consistent approach to our work, suggesting improvements to processes and challenging where we shouldn't be doing work too.
You inspire the team by feeding in ideas on how we could do things better or better things.
You are a champion of simplicity to get results and demonstrate sharing our common purpose in this way."
Lauren Tennant, Head of IT Service Delivery, National Trust

"Ken worked at TIBCO for 6 months as a senior information systems analyst. During this period Ken proved to be a most capable individual in terms of his technical ability and made great in roads into improving TIBCO's IT infrastructure. Ken was also a very willing team player and was always very professional in his dealings with colleagues and customers alike. He has been a real pleasure to work with and will be greatly missed at TIBCO".
Sam Ismail, IT Director, Tibco Software

"I have always found that you are prepared to listen and to provide me with a level of service that any customer would be happy in receiving.
I've always found you friendly and easy to work with, and that you have always treated me with courtesy and politeness."
John Pryor, Project Manager, National Trust

"Ken is keen to learn and teach other team members whenever necessary. I have worked with Ken to install Solaris and Redhat servers. I was really impressed with the dedication he has shown to setup all these servers as required and documented them accordingly to help others. I found Ken is always helpful, very knowledgeable and cheerful to work with",
Pragash Somasundaram, Software Support Engineer, Motorola

"Ken has a good working knowledge of a variety of different systems, but RedHat is where his talent lies. During his time at TS Tech UK Ken demonstrated a high level of skill and produced many scripts and procedures to make life easier for the rest of the department. Ken also took the time to write detailed documentation of the implementation of the QAD systems and the processes that each department in the business would use so that the IT department could resolve any issue with ease and without delay".
Steve Johns, Support Engineer, TSTech UK

"I have known Ken Professionally for the last two years, and during this time he has always been a conscientious person who is focused on doing the job Right.
He does not take shortcuts in the execution of his work and this has always meant that it doesn't need to be repeated. He is very approachable and will always help a colleague,
Ken is one of the most professional people I know and I would be happy to work with Ken in the future."
David Tinsley, Network Engineer, National Trust

"Ken was with us for only a short while but boy did he make a big impact. He completely transformed the way we managed our IT infrastructure. When money is tight he knew how to get the most performance and reliability from our servers.
A very well rounded IT specialist with a down to earth most of all very approachable"
Raz Sheikh, Digital Marketing Manager, TSSI Ltd

"Ken is a well respected professional with a strong work ethic, he has impressed me on many occasions by sticking to his guns in areas of improvement and not caving into pressure.
Skilled at his job and quick to pick up new technologies he was an asset to the department, implementing several excellent procedures, processes and systems during my time working with him."
Chris Keegan, Section Manager, TSTech UK

"Ken is a very professional and experienced engineer with deep subject knowledge who always pays attention to detail always. It was a pleasure working with Ken."
Mike Brown, Software Engineer, Motorola UK