KEN DAVIS

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IT Professional

A seasoned and dynamic IT Professional with more than 20 years of extensive experience providing server and system support at all levels in a highly complex environment. Skilled at systems design, development, administration and implementation. Managing diverse IT operations. Adept at analysing requirements to determine features & specifications and strategically and cost effectively building solutions to align with customer business goals. Consistently utilizing new and emerging technologies, analysing and selecting best-in-class IT solutions. Build extraordinary teams, developing staff capabilities and inspiring teams to top performance.

Areas of Expertise

Server Administration & Integration ▪ System Implementation ▪ Infrastructure support ▪ Scripting
Virtualization ▪ Incident management ▪ Forward Planning ▪ Process Analysis ▪ Change Management
▪ Learning & Development ▪ PCI-DSS ▪ Team Leadership/Management
User Training and Knowledge Transfer ▪ Software Development ▪ Consultation Services ▪ Troubleshooting
Project Management ▪ Planning & Analysis ▪ Data Migration ▪ Technical Support ▪ Network Management

Professional Experience

ELECTRONIC ARTS   JAN 2017 – PRESENT
SECURITY TECHNICAL OPERATIONS SPECIALIST (SYSTEM ADMINISTRATOR)
The Security Technical Operations Specialist position is a highly technical role that plays an important role in the maintenance and administration of key security incident response related tools across EA.

Primary Responsibilities
Ensuring effective storage is available for all capabilities, working with enterprise network storage team (ENS) on network issues, health monitoring of systems, establishing processes for regular maintenance and patching.
As well as setting up and managing new infrastructure as required, planning involvements of projects to get requirements and support.
Working with virtualized and physical severs on running on an esxi6 cluster (CentOS 6.8/7 and Server 2012 R2) Operational upkeep and troubleshooting the full infrastructure including AD, DCHP, DNS and NFS and Fast SSD Storage.

Conduct root cause analysis to identify gaps and recommendations for tools to ultimately remediate risks to EA.

Optimise performance and monitoring of high dependent applications by creating bash scripts and using Icinga
Outsource tasks to the 1st line teams, providing documentation and training where required.

Key Accomplishments:
- Configured a full range of monitoring solutions using bash scripts and implementing Icinga.
- Migrated several key application support modules away from off shore teams to in-house support.
- Created offline Package mirrors for both Centos and Icinga.
- Implemented full backup schedules for the secure infrastructure using VEEAM or bash scripts.
- Created central configuration by setting up and configuring an Ansible server.
- Built a Carbon Black cluster from iDracs , using Centos servers controlled by Ansible playbooks.
- Documented existing applications and infrastructure to allow for easier expansion of the team.
- Involved in interviewing candidates for team expansion.
- Designed and implemented a Squid Proxy server to allow updates within a secure vlan.
- Hardened centos servers by using Ansible configuration playbooks and iptables.
- Setup Active Directory password expiry notification management on Microsoft Server 2012 R2.
- Managing DNS and DHCP configurations on Microsoft Server 2012 R2.
- Implemented self sign SSL certificates
- Installing and supporting Confluence server

THREE UK   FEB 2015 – DEC 2016
LINUX/ UNIX SUPPORT ENGINEER
Deliver and implement best practices as well as BAU, which included supporting Apache, SSL certifications of Solaris, SUSE and Redhat LAMP servers. Optimise performance and monitoring of high dependent WebLogic applications by creating bash scripts. Outsource tasks to the 1st line teams, providing documentation and training where required. Utilise shell scripts while automating disk space and creating automate report on all housekeeping tasks related to MVNO files. Extended contract to the maximum length based on performance.

Key Accomplishments:
- Configured multiple apache clusters to facilitate additional requests
- Produced a stable and valid monitoring solution through a Monitoring clean up (HPOV).
- Provided additional monitoring solutions using BASH scripting.
- Ensured the workability of Cisco Anywhere VPN Client through extensive testing.
- Upgraded documentation from fixed storage to the Cloud infrastructure (SharePoint).
- Transformed infrastructure by replacing physical servers to virtual, Solaris/SUSE to Redhat
- Decommissioned Apache applications and hardware.
- Migrated Java Applications to new Apache Servers
- Provided supportable disk usage control on critical Revenue applications.
- Assisted remote and local teams by developing and supporting SharePoint with Office 365.
- Produced Support Menus BASH scripts to enable greater bandwidth for First Line teams.

NANOPORE TECHNOLOGIES   OCT 2014 – FEB 2015
LINUX SYSTEMS ADMINISTRATOR
Consistently provided systems administration support within a mixed Windows, Linux physical and virtual environment. Supported the Active Directory / LDAP systems as well as the Business Applications such as Jira, Wiki, Confluence, SGE for ceaseless IT functions. Significantly contributed in several projects related to migration of servers from Centos or Redhat to Ubuntu as well as configuring emergency security patching requirements and upgrades, often with kick-start and other -hoc bash scripts to resolve major issues and complications. Maintained and configured Citrix XEN and ESXi (VMware) virtualization hosts, servers and storage, as well as employed urgent IT solutions in accordance with business requirements. Aided with constructive recommendations and configured scripts with regards to Linux configuration management tool Ansible.

Key Accomplishments:
- Leveraged analytical skills while integrating 8 extra pipeline servers with the cluster within 24 hours.
- Set up a server for PXE network booting and mirror server for automated Ubuntu Builds.
- Comply with central access policy while configuring central access for Linux and Active Directory.
- Effectively secured the non windows infrastructure from the Ghost Vulnerability.
- Provided a Cloud environment for test purposes using Eucalyptus and Ansible.

TIBCO SOFTWARE   MARCH 2014 – OCT 2014
SENIOR SYSTEMS ADMINISTRATOR
Collaborated with developers and management in the execution of different operations.
Assessed current procedures and provided solutions on future infrastructure planning. Facilitated senior management by end to end telephony and video conferencing solutions. Swiftly resolved technical issues arise throughout the day, via the ticketing system (BMC Service Desk).
Participated on several projects related to Domains migration, VMware and a Linux desktop rollout.

Key Accomplishments:
- Executed the integration of additional sites onto the Tibco Domain, acquired from external organisations.
- Recalibrated the ESXi infrastructure, which resulted significant reduction in cost of virtual infrastructure also upgraded Virtual infrastructure to include Veeam for a backup strategy.
- Replaced and configured Local office Storage Solution.

NATIONAL TRUST   JULY 2012 – MARCH 2014
TECHNICAL SUPPORT SPECIALIST (LINUX/UNX)
Coordinated and facilitated Project Managers and their teams, while ensuring adherence with IT strategies and provided infrastructure support, incident management and forward planning to streamline all IT activities.

Key Accomplishments:
- Rendered expertise and timely resolved several long running financial application performance problems.
- Point of contact for the UNIX/Linux side of the infrastructures and the compliance within PCS-DSS.
- Administered the companies Microsoft systems as well as the financial systems both on Oracle and MS SQL. Generated configuration files for a variety of applications and systems.
- Actively monitored systems using Icinga (Nagios) to avoid any major issues, also planned Disaster Recovery procedures and testing as well as established monitoring procedures of the UNIX service using sendmail.

WEBLOGIX LIMITED (360-GROUP)   MAY 2009 – JULY 2012
SUPPORT CONSULTANT

Key Accomplishments:
- Reduced the expected upgrade from 7 weeks to 4 days, and reduced project completion time by over 1 month.
- Methodically organised alternative methodology to provided cost effective solutions for major issues.
- Enabled the organisation to move quickly into new markets by developing cost effective testing.
- Skilfully controlled a shipping system with little knowledge, ensured users could ship vital supplies.
- Setup a new test lab with Redhat Linux, to facilitate all members of the Tetra section of a company.
- Systematically arranged presale documentation, resulted in an efficient and professional handover.

Projects:
Client: GE Avionics (Jan 2012 – July 2012)
Project Scope: Designing and implementation of a SQL Server database; related to a sale of part of the company.

Client: GE Avionics (Oct 2011 – Jan 2012)
Project Scope: Producing the project plan, arranging meetings and managing the project resources.
Provided a full software Audit of all Test Stations. Provided evidence to reduce financial licencing costs.

Client: Schlumberger (Jan 2011 – May 2011)
Project Scope: Planning and execution of a large rollout of Redhat 5.5 to the UK and EMEA regions of 89 workstations in less than 4 days

Client: TSSI Ltd (Sept 2010 – Dec 2010)
Project Scope: Review the company's existing Infrastructure and to provide recommendations for improvements as well as to manage the Customer Service Team and stand in for the Development Manager.

Client: 1E (June 2010 – Aug 2010)
Project Scope: Produce test plans from existing Microsoft test plans to UNIX and Linux platforms, allowing the company to expand into new markets

Client: DSDA (MOD) (Feb 2010 – March 2010)
Project Scope: Provided support for a large and critical distribution system, providing SQL Reports and end user support, ensuring ceaseless supplies to the Armed Forces worldwide.

Client: Motorola (May 2009 - February 2010)
Project Scope: Supported International Military cliental and UK Emergency Services under tight SLA deadlines. Produce New Test infrastructure to investigate alternate costing possibilities.

TS TECH UK   AUG 2007 – FEB 2009
SECTION MANAGER / LINUX ADMINISTRATOR
- Critically evaluated the existing systems and developed plans to upgrade current system with a new ERP system in collaboration with other members of the project. Produced documents and defined procedures as well as enhanced the capabilities of staff through extensive training. Drafted queries and reports using both MFGPRO and bolt-on applications (SQL).

Key Accomplishments:
- Minimised stocks take downtime by devising and employing a wireless RF system.
- Supervised all managerial affairs and helped production team with guidance also handled all unexpected issues and objections, and successfully executed the implementation in 12 months.
- Drafted documentation, procedures and analytical reports including presentations and flowchart illustrations.

PREPAY TECH   APRIL 2007 – AUG 2007
ORACLE HELPDESK ANALYST
Expertly dealt with business critical and high availability systems as a database administrator in the financial sector. Collaborated with team, providing end user and client support, producing and running SQL queries to resolve financial issues in a complex environment.

Key Accomplishments:
- Efficiently reduced the issue to resolution time by producing a web based document repository.

LISTER PETTER   OCT 2006 – MARCH 2007
SUPPORT TEAM LEAD
Aided the IT Manager managing day to day affairs such as monitoring the IT Team, desktop support, controlling network security and hardware upgrades on multiple sites, as well as provided active support for the network.

Key Accomplishments:
- Thoroughly reviewed software licences, resulting in an agreement to supply software within a site licence.
- Monitored system performance & capacity and provided remote support infrastructure configuration.

MOTOROLA   SEP 1996 – SEP 2006
APPLICATION SUPPORT ENGINEER
Recognised by senior management and promoted to a 3rd line Oracle and Systems. Oversaw various global projects, as well as providing international support. Developed several support team producing SHELL scripts in BASH and KSH, and to produce ad hoc SQL scripts for both user reports and monitoring purposes.

Key Accomplishments:
- Interfaced with a global Oracle implementation team, modelling configuration design from requirements.
- Considered all integral aspects while producing a Global Training Presentation to augment workforce skills.
- Planned and completed a printer migration project saving thousands in printing costs.

IT Skills

UNIX Administration - Solaris, HP-UX, AIX.
LINUX Administration - Redhat, SUSE, Centos, Ubuntu.
Microsoft Administration - 2000, XP, Vista, Windows 7,8,10 – NT, 2000, 2007, 2008 2012 R2.
Virtualization - ESXi, VSphere, Hypervisor, RHEV, VCenter, Workstation, Veeam, Citrix Xen.
Scripting -Bash, Shell, Perl, SQL, PL/SQL, SQLPLUS, MS DOS, Progress.
Web – HTML, MySql, ASP, Apache, Tomcat.
Monitoring - sPlunk, Nagios, icinga, SevOne, NOAH, Big Brother, HPOV, Cacti, RandomStorm.
Database Administration - Oracle; MFGPRO, SysPro, MySql, SQLServer.
ERP -CRM, HR, Payroll, MRP Manufacturing systems.
Case Management - Clarity, Clarify, Remedy and Monet, BMC. ITSM, TTSM.
Financials - Aptos, Imscan, Horizon, Sage, Sage Line 500.
Hardware - Sun, HP, Dell, IBM, Compaq, Cisco and Virtualisation.
Networking - TCP/IP, LDAP, WAN / LAN,
DevOps - Puppet, Ansible, Eucalyptus, Kickstart, Jira, Git, Subversion SVN, Wiki, Confluence.
Documentation -analysis, reviews, knowledge transfer., Confluence, Wiki
App Support - Active Directory, DNS, DHCP, Exchange, Office365, SharePoint, Apache, Tomcat, SSL, Weblogic, Java, SGE, Tetra.

Education & Training

Diploma in Computer Appreciation & Basic programming.
City & Guilds in Computer Literacy and Data processing

Microsoft 70-342: Exchange Server 2013 Advanced Solutions | Microsoft 70-341: Exchange Server 2013 Core Solutions | Microsoft 70-412: Configuring Advanced Windows Server 2012 Services
Microsoft 70-411: Administering Windows Server 2012 | Microsoft 70-410: Installing and Configuring Windows Server 2012 | Administering and Configuring SevOne v5.4 | Administering and Supporting PolyStar.
Administering and Configuring SharePoint with Office 365 | Configuring and Supporting Apache Web Server, including redirects | Certified Virtualisation Expert Boot Camp (CVE5.1)
RH133 Red Hat Linux System Administration (RHCT) | RH300 Red Hat Rapid Track Course (RHCE)
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).
One to One Trainer Training | Sybase Administration and Support

Professional Recommendations

"Ken is very detailed and produced great results and it was certainly a pleasure working with him. He has loads of enthusiasm, energy and potential to excel in the field. He is truly a master in Microsoft SharePoint and a great mentor too and with his skill set he has shown that he can outsmart as well as outperform anyone."
Satyadeep Tiwari, Deputy Manager, Three Mobile via Tech Mahindra

"I've had the pleasure of working with Ken as an informatician, responsible in-turn, for supporting several end-users. Outside of the day-to-day provisioning, security and updates, he also took the initiative to assist with reducing vague guidance into specific requirements. In my case, where there was a notch above bare metal (and confusion), there is now a fit for purpose linux server configuration (SGE, samba, etc), and most importantly, happy end-users. With well-defined requirements,
Ken gets the job done"
Ryan M Harrison, Scientific Data Analyst, **Oxford Nanopore Technologies Ltd**

"During the time I worked with Ken I found him to be knowledgeable and adaptable. He is a team player and integrated well into an existing team. He was able to call on a wealth of experience to solve complex problems and adapt to new requirements quickly. He showed particular skill picking up the threads of a stalled project and pushing it through to a solid conclusion"
Barry Mockett, Senior IT Architect,TIBCO Software

"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

"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 and 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