

Ken Davis

Mobile: 07814518167

Email:ken@kjdsolutions.co.uk

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.

As well as the capability of Knowledge transfer through planned training sessions.

20 years within IT. Showing my success within this field, proving to be a benefit in its self.

Key Skills:

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| <ul style="list-style-type: none">▪ 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▪ SharePoint▪ Office365 | <ul style="list-style-type: none">▪ Oracle (8g – 11i)▪ Oracle (EBS, inc CRM & HR)▪ MySQL▪ Sybase
▪ Virtualisation (ESXi, VSphere, Citrix Xen)▪ Puppet, Ansible▪ Jira, Confluence, Git
▪ Nagios▪ HP OpenView▪ Cacti |
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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 throughout 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.

Finalizing Go Live with presentations and training plans for local and remote support teams.

I finalised decommissioning of two pre 2009 applications. With over 30 servers to be shutdown. This succeeded in a saving of approximately 24KW of power.

With the company new direction to migrate to Online SharePoint and Office365.

I provided training to both direct and indirect teams, on creating and using SharePoint sites, As well as building the internal and external site, I completed testing and gave recommendations as to usage including using the Business One Drive application.

When requested to provide support to a business critical system I took this on board and provided full training to internal teams, including examinations.

I also created multiple scripts to increase efficiency, with regards to fault resolution.

TS Tech: Section Manager / Linux Administrator

TS Tech 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 then produced full training plans to all levels of the company,

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 and was able to automate the processes as much as possible via bash scripting.

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.

Tibco Software: Senior System Administrator

Tibco are a software company, providing Interface software, enabling financial systems to communicate to databases where normally this would not be possible

The role was providing full infrastructure support (Physical and Virtual VShpere 4-5.5) while working on projects and tasks.

providing support for any local issues throughout the day, from laptops to servers including Virtual hardware, therefore the ability to prioritise and organise task was essential in this role.

I worked on several projects related to migration of domains and VMware well as Linux desktop rollout and DHCP/DNS Server migration. Including Active Directory

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.

Supporting and creating Virtual machines using Citrix Xen

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.

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%

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.

TSSI Ltd: IT Manager

Unfortunately there was no IT Manager for several years, and so I was asked to Analysis the Infrastructure and provide a full review of their situation. As well as manage the customer Support team.

The company was recommended to outsource and Virtualise where possible.

By completing the advised changes, TSSI were able to save thousands of pounds per year in printer, hosting and server costs

Motorola UK: Application Support Engineer

Part of Motorola Global, This division focused on producing Base Stations for Mobile Phones. Due to advancement, I replaced a member of staff,

Starting as a 1st line engineer, I quickly progressed to 3rd line Support, working on systems such as Oracle, HP-UX and Solaris.

I also produced several support team SHELL scripts in BASH and KSH, and often had to produce ad hoc SQL scripts for both user reports and monitoring purposes, At times I was required to deputise for management.

I was part of a Global Oracle Implementation Team.

I successfully produced a Global Training Presentation.

I planned and completed a printer migration project saving thousands in printing costs.

Prepay Tech: Oracle Helpdesk Analyst

Prepay Tech is part of the financial services industry. They work primarily on two types of prepayment cards. Shop cards, such as with House of Fraser and Debenhams, as well as the prepaid debit card arena.

I worked as part of a team providing end user and client support, producing and running SQL queries to resolve financial issues.

I produced a web based document repository to reduce issue to resolution time. This role gave me the opportunity to work as a database administrator in the financial sector, dealing with business critical, and high availability systems.

Lister Petter: Support Team Lead

Lister Petter produce diesel engines for a variety of Vehicle manufacturers,

This role was initially to assist the IT Manager with day to day running of the IT Team, involving desktop support, controlling Network Security and completing hardware upgrades on multiple sites.

I set up a remote login infrastructure to enable more efficient support to the company.

Motorola Global: Application Support Engineer

This Division of Motorola supported the Tetra Emergency Communication system.

I was part of a team of engineers providing support to the international military and Emergency Services.

Supporting Oracle databases on UNIX clustered systems, Microsoft Server and MSSQL and Weblogic Linux Billing systems.

Working on secure and critical systems with 15 minute Service Level Agreements, this role proved both challenging and exciting

Military of Defence (DSDA): Application Support Engineer

DSDA is the Defence Storage and Distribution Agency and is a major part of the Ministry of Defence.

Supported a shipping system with little knowledge, ensured users could ship vital supplies. I Successfully provided support for a large and critical distribution system, providing SQL Reports and end user support, ensuring supplies were able to the Armed Forces worldwide.

Career Chronology:

- 02 2015 to 08 2016: Three Mobile: Product Support Engineer
- 10 2014 to 02 2015: Nanopore Technologies: Linux System Administrator
- 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:

- Administering and Supporting PolyStar.
- Administering and Configuring SharePoint with Office 365.
- 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, TS Tech 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, TS Tech 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