Profile

I have been working in IT 20 years and have been responsible for providing solutions for a wide variety of situations.

Known as “A Fixer”, I am a reliable, and resourceful person; happy to be ‘thinking outside the box’.

I take my tasks seriously and I am capable of dealing with any given situation.

Contracting provides me with the ability to support various clients (see overleaf) on high profile projects,

Allowing me to utilise my full capabilities to the benefit of both the company and myself,

**Skills Summary**

* Database administration in Oracle; MFGPRO (Progress); SysPro, MySQL and SQLServer.
* ERP system support including CRM, HR, Payroll and Manufacturing systems.
* Server and Desktop Administration including UNIX (Solaris & HP-UX), LINUX (Redhat, Centos & Ubuntu) and Microsoft (2000, XP, Vista, Windows 7 – NT, 2000, 2007, 2008 2012 Server) Operating Systems.
* Scripting including: Bash, Shell, Perl, SQL, PL/SQL, SQLPLUS, MS DOS, HTML, ASP, PHP and Progress.
* Database utilities including Infomaker; DBVisulizer, Query Tool (using ODBC) V6.1, Toad and Crystal.
* Case management applications including Clarity, Clarify, Remedy and Monet, BMC.
* Testing using Seapine (TestTrack),Jira, Subversion and CARS Workbench Testing Applications.
* Application support including Active Directory, Centrify, Exchange, VERITAS Backup, NetVault Backup, Symantec AV, McAfee AV, sPlunk, Icinga/Nagios Monitoring, IIS, F-Secure Firewall, Wireshark.
* External and Internal Customer Services and Support; including Financial, Software and Manufacturing.
* Team Management / Team Lead, Mentoring, User Training and Knowledge Transfer.
* Process Analysis, Change Management, System Implementation, Training, PCI-DSS.
* Producing Technical and Layman’s Documentation, Reports and Procedures.
* Sun, HP, Dell, IBM, Compaq Cisco and Virtual Hardware.
* Networking, TCP/IP, LDAP, WAN / LAN, analysis, reviews, documentation and configuration.
* Virtualization including VSphere, Xen Hypervisor,RHEV, VCenter, Workstation, Veeam and Citrix Xen

**Systems Used**: Redhat, Solaris, Ubuntu, Centos, HP-UX, IBM AIX, Microsoft Server 2003-2012, XML, MySQL,

MS SQL Server 2005-8, Oracle EBS [incl. CRM & HR], Office365,SharePoint, Active Directory, Apache, Weblogic, Citrix Xen, ESXi (vmware), Isilon SAN Storage, Sybase, Infomaker, Teamtalk, Tetra Systems, Java, Apache, Tomcat, Wireshark, LDAP, DNS, DHCP, Cisco, McAfee, Ansible, Wiki, Jira, SGE, Confluence, HP Openview, Nagios, Cacti and Noah.

**February 2015 – Present Three Mobile Product Support Engineer**

**Systems Used**: Redhat Linux, Solaris, Office365, SharePoint, Active Directory, Apache, Weblogic, Java, LDAP, DNS, Cisco, HP Openview, Cacti and Noah.

**Achievements:**

* Worked to allow full roaming plans for Spain and New Zealand, TV Advertised.
* Produced scripts to automate weekly WebLogic restarts,
* Added additional monitoring of critical applications.
* Planned, Produced and configured online SharePoint site
* Organised and planned full product training involving all team members.
* Mentor to other to other team members within the first few weeks.

**Overview:**

This role is to provide assistance with supporting the products associated with 3mobile users.

I provide 3rd line investigative server and application support to a variety of teams

I am involved with several high profile projects, providing technical input to both development and project teams.

I provide outside of the box solutions to complex challenges.

I resolve issues created via ticket queues or from the monitoring Systems using HP-Openview, Cacti and Noah

I have produced ad-hoc monitoring bash scripts to provide alerts for critical applications.

Planning work orders to ensure outage effects were at a minimal often completing configuration changes out of core hours.

I am also a knowledge champion for Office365 and SharePoint, building several SharePoint sites and converting documents to suit the new structures, working with Active Directory.

**October 2014 – February 2015 Nanopore Technologies IT System Administrator**

**Systems Used**: Redhat, Ubuntu, Centos, Microsoft Server 2003-2012, MySQL, MS SQL Server 2005-8, Isilon SAN Storage, Java, LDAP, DNS, DHCP, Cisco, Ansible, Wiki, Jira, SGE and Confluence.

**Achievements:**

* Integration of 8 additional pipeline servers onto the cluster in 24 hours period.
* Configured PXE Boot and mirror server for automated Ubuntu Builds.
* Configured Central Access for Linux and Active Directory.
* Protected the non-windows infrastructure from the Ghost Vulnerability.

**Overview:**

The role included working on projects and tasks via the ticketing system (Jira).as well as providing support for local issues throughout the day submitting tickets accordingly.

The ability to prioritise and organise task was essential in this role, as well as the ability to think on your feet.

I worked on several projects related to migration of servers.

I ensured All Linux servers were patched to the required level at all times.

I suggested and implemented IT solutions to business and management problems.

I provided support for Business Applications such as Jira, Wiki, Confluence, SGE.

My main duties involved administering the Ubuntu, RedHat and CentOS servers, both physical and virtual.

I produced several ad-hoc bash scripts to resolve major issues and complications

I maintained and configured Citrix XEN and ESXi (vmware) virtualization hosts, servers and storage. I advised and configured scripts with regards to Linux configuration management tool Ansible.

**March 2014 – October 2014 Tibco Software Senior System Administrator**

**Systems Used:** McAfee, MySQL, ESXi (vmware), HP SAN Storage, Teamtalk, Java, Wireshark, , LDAP, DNS,

DHCP, Cisco, Redhat, Solaris, Ubuntu, Centos, HP-UX, IBM AIX and Microsoft Server 2003-2012,

**Achievements:**

* Provide a solution to non-windows laptop builds
* Migration of external company to the Tibco Domain.

**Overview:**

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

I provided 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 and planned a Linux desktop rollout.

As well as DHCP/DNS Server migration. Including Active Directory

I reviewed procedures and provided solutions for Developers on future infrastructure planning.

I was also required to provide support remotely to the EMEA, USA and China offices.

**July 2012 – March 2014, National Trust Technical Support Specialist**

**Systems Used**: Redhat, Ubuntu, Solaris, HP-UX, Microsoft Server 2007-2008, MS SQL Server 2005-8,

Java, Apache, Tomcat, Oracle EBS [incl. CRM & HR], Oracle DB, VMWare, Web architecture,

IT Security (Certs), Aptos, Imscan and Horizon Financials, Icinga/ Nagios Monitoring, Puppet, sPlunk, RandomStorm, Wireshark, Scripting in Bash, Perl, ASP, HTML, ITIL.

**Achievements:**

* Helped to resolve several long running financial application performance problems.
* Worked to ensure PCI-DSS compliance,
* Provided full training to all members of a Team with regards to Apache redirects.

**Overview:**

This role was to provide Support to the vast array of UNIX and M/S servers and their applications,

As well as working with Project Managers and their teams, ensuring IT strategies are adhered to.

This role was split into several roles

**Infrastructure support**

I was the sole UNIX engineer within our team, and was primarily responsible for the UNIX/Linux side of the infrastructure as well as PCS-DSS compliancy,

I also provided support to the companies Microsoft systems including supporting the financial systems both on Oracle and MS SQL.

Creating configuration files for a variety of applications/systems

**Incident management**

Because the National Trust use a large number of external support companies, I spent much of my time working with these companies, ensuring seamless support amongst companies.

Should incidents occur, I contacted third parties to ensure the resolutions are quickly forthcoming.

**Forward planning**

An additional part of my role was to be forward thinking,

Including monitoring systems using Icinga (Nagios) to prevent issues from becoming major problems, planning Disaster Recovery procedures and setting up additional monitoring of the UNIX services.

**January 2012 – July 2012, GE Avionics Software and O/S Engineer**

**Systems Used**: MS SQL Server 2005, HP-UX, IBM AIX, Microsoft Server 2003, Redhat and Solaris

**Achievements:**

* Organising presale documentation, resulting in an efficient and professional handover.

**Overview**

This role was to locate and log documentation for a restructure of the business.

Using self-created automated scripts; I searched the network for all associated information.

I designed and implemented a SQL Server database for this purpose as well as to provide reports.

**October 2011 – January 2012, GE Avionics Software Project Manager**

**Systems Used:** MS SQL Server 2005, HP-UX, IBM AIX, Microsoft Server 2003, Redhat and Solaris, Bash and DOS

**Achievements:**

* Provided a list of installed applications site wide for all test environments, which enabled huge financial savings with licencing of software (£425,000.00 approx.)

**Overview**

The role was to extract software information from both new and legacy test systems for a major systems and software audit.

Working with Microsoft, UNIX and Linux systems; I produced batch scripts to extract software information from Windows and non-Microsoft workstations.

I scheduled work to suit various departments, collating information and reporting to Management,

Volunteering as Project Manager, I produced the project plan, arranged meetings and manage the project resources according to that plan.

**January 2011 – May 2011, Schlumberger Project Support Analyst**

**Systems Used:** Redhat, Microsoft Server 2003,Active Directory, Kickstart

**Achievements:**

* Reducing the expected upgrade from 7 weeks to 4 days, reducing the project end by over 1 month.

**Overview**

This role was initially to assist and support users with an application upgrade on Redhat 5.3,

It was soon realised that all the user’s workstations would need to be upgraded to Redhat 5.5,

My task was to plan and execute a large rollout of Redhat 5.5 to the UK and EMEA regions without affecting the users, using Active Directory (Centrify) for single sign-on purposes.

Downtime was critical with this company and I was successful in upgrading all the affected workstations (186) in under 4 days.

**September 2010 – December 2010, TSSI Ltd Infrastructure Support Manager**

**Systems Used:** Redhat, HP UNIX, Active Directory, Microsoft Server 2007-2008,MS SQL Server and Sage

**Achievements:**

* Provided cost saving solutions to some serious problems by arranging alternative methodology.

**Overview**

This role was to 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.

With no IT Manager for over 18 months I resolved several major issues within the companies IT Structure

**June 2010 – August 2010, 1E Linux Administrator / Test Analyst**

**Systems Used**: Redhat, Ubuntu, Solaris, HP UNIX and Microsoft SQL Server

**Achievements:**

* Produced cost effective testing for the company, assisting them to move quickly into new markets.

**Overview**

This role was to produce test plans from existing Microsoft test plans to UNIX and Linux platforms.

I produced an interactive BASH shell script which works on UNIX and Linux O/S to test the application.

Requirements for building additional test equipment were also completed within this role.

**February 2010 – March 2010, DSDA (MOD) Application/Systems Administrator**

**Systems Used:** HP UNIX, Sybase, Oracle DB

**Achievements:**

* Supported a shipping system with little knowledge, ensured users could ship vital supplies.

**Overview**

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

I 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.

**May 2009 - February 2010, Motorola Application Support /Systems Engineer**

**Systems Used:** Redhat, Solaris, HP UNIX, Active Directory, Microsoft Server 2007-2008,MS SQL Server 2005-8, Infomaker, Teamtalk, Tetra Systems, Java, Apache, Tomcat,Wireshark and Oracle DB

**Achievements:**

* Set up a new test lab with Redhat Linux, for use by all members of the Tetra section of a company.

**Overview**

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

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

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

**August 2007 – February 2009, TS Tech UK Section Manager / Linux Administrator**

**Systems Used:** Redhat Linux, MFGPRO, Microsoft Server 2007, SQL Server and Active Directory, Lotus Notes.

**Achievements:**

* Designed and implemented a wireless RF system to reduce stock take downtime from 1 week to only 2 days.
* Despite unexpected issues and objections, we completed the implementation in 12 months.
* Produced full Documentation, Procedures and Analytical Reports including presentations and flowchart illustrations**.**

**Overview**

This role was to plan and implement a new ERP system.

Working closely with other members of the project I analysed the existing systems and then produced plans to upgrade to the new system.

I produced documents and procedures as well as provided training to all levels of staff., as well as producing queries and reports using both MFGPRO and bolt-on applications (SQL)

I was also responsible for providing management, guidance and support to the production support team.

**April 2007 – August 2007, Prepay Tech Oracle Helpdesk Analyst**

**Systems Used**: UNIX, Oracle, CISCO, Microsoft Server 2003 and Exchange.

**Achievements:**

* Produced a web based document repository to reduce issue to resolution time.

**Overview**

This role gave me the opportunity to work as a database administrator in the financial sector, dealing with business critical, and high availability systems.

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

**October 2006 – March 2007, Lister Petter Support Team Lead**

**Systems Used:** Microsoft NT Server and 2000, WIN98 and XP, Sage Line 500, CISCO.

**Achievements:**

* Reviewed software licences, resulting in an agreement to supply software within a site licence.
* Remote support infrastructure configuration.

**Overview**

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.

**September 1996 – September 2006, Motorola Application Support Engineer**

**Systems Used:** HP and Sun Solaris UNIX, Microsoft Server NT, 2000 & SQL Server 2000, Exchange and Active Directory, Oracle 8, 9, 10g, 11i, CISCO, Remedy, Clarify.

**Achievements:**

* I was part of a Global Oracle Implementation Team.
* Successfully produced a Global Training Presentation.
* Planned and completed a printer migration project saving thousands in printing costs.

**Overview**

This role gave me the opportunity to enter into a career within IT and to become an IT Professional.

Initially joining as a first line production support engineer, I quickly advanced to 3rd line Oracle and systems support; Working on various global projects, as well as providing international support.

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.

**Professional Achievements and Registrations**

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

**Qualifications**

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

**Work Sponsored Training**

* Configuring and Supporting Apache Web Server, including redirects.
* Certified Virtualisation Expert Boot Camp (CVE5.1) incl: VMware, vSphere, ESXi, iSCSI, NFS, VMFS, vMotion, Hyper-v, Xen
* 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).
* Assertiveness; Interpersonal Skills; One to One Trainer Training.
* Sybase Administration and Support.

**Hobbies**

I am a qualified Scuba Diver and with time permitting I am keen to continue this activity,

I also enjoy assisting my wife with her pursuits which include dog showing and mountain bike riding.

I am interested in new operating systems and I am often building virtualised systems in my own time.

**References**

Details are available upon request.

**Security Clearance**

I have previously held SC security clearance with the DVA, this has now expired.

I have previously passed CRB checking, however this has now expired

Details are available upon request.