Michael Whitehouse

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**TEAM MANAGER ~ SYSTEMS EXPERT ~ SENIOR TUTOR**

*Trusted IT advisor and execution specialist with over 15 years industry experience in managing efficient projects and providing fast, practical training for creating highly effective users*

**Experienced, highly motivated technologist** with history of successes leading and training teams. Active Microsoft community member with major vendor relations. Has supported more than 70 offices worldwide. Efficient traveller with the ability to get the job done from off-site locations and who believes in going the extra mile to satisfy a client. Holds the title of youngest ever certified Windows MCSA and youngest ever certified MCT.

**TL;DR I’m a Windows Sysadmin who has been around the block a few times.**

**CORE COMPETENCIES**

Team management  Rollout management  Training  Reporting  Advanced technical support  Project optimisation  Problem management  Software architecture and development  Server management

**PROFESSIONAL HIGHLIGHTS**

* **Trusted expert** to senior investors and venture capital funds
* Educated and supported **more than 3000 students**
* Manager of IT departments and administrator for large IT infrastructures with 150+ servers and systems with more than **£20-million of hardware**
* **Co-founded** a successful ongoing cloud/datacentre based hosting company

**PROFESSIONAL EXPERIENCE**

**Consulting Technical Engineer and co-founder Godeploy LTD** Jan 2016 to present

* International hosting company for lab systems (Microsoft training specialty)
* Datacentre installations, switch integration (HP mainly).
* Windows 2016 storage controllers, S2D, Clustered with SMB 3.0
* Dynamic Hyper-V server solution, 50+ Physical, elastic amount of VMs 100-700
* A lot of PowerShell, 1000s of lines of script to build, deploy and configure vast amounts of VMs
* Worldwide customer base
* Zen Desk integration and configuration
* PFSense firewalls, Windows software networking

**Freelance IT Consultant and Technical trainer** September 2010 to present

*Rollout management, Technical Project Specialist and Technical Trainer*

* Operating worldwide
* Specialty consultancy with SCCM, SCVMM, PowerShell toolmaking, infrastructure deployment and design
* Bespoke training courses in CompTIA A+, Network+, Security+, Windows 2008, Windows 2012, Exchange, Vmware and Hyper-V, Windows 7, Windows 8, Windows 2012, Windows 2016
* ‘Floor walking’ support and team management services
* Optimising IT projects for effective execution
* Report structuring
* Problem resolution/solution management for both personnel and technical issues

*NATO, Global Knowledge, Learning Tree, EZE Training, US Dod*

**Simplex Solutions LTD** July 2009 – September 2010

*Senior Wintel support and management*

Software architect who deployed teams to clients in supporting 40 firms remotely and on-site.

• Managed staff and project work

• Implemented Windows server 2008 and Windows 7

• Proactively patched and maintained server

• Managed website for support team

*VERITAS, Sophos, Fortinet, SQL, IRIS, Sage, VMWARE*

**3i PLC**  via Allied Worldwide 2008 – July 2009

*Senior Citrix and Wintel Administrator*

* Managed over £20 million hardware
* Worked closely with high demand clients within investment, buyout and VC funds
* Supported active worldwide Citrix infrastructure for 37 global offices
* Deployed projects and managed support infrastructure inc. Active Directory Management
* Researched systems and provided senior advice channel

*ITILv3, MOM and Citrix edge sight*

**Computeach International** 2007 - 2008

*Tutor for CompTIA and Microsoft software*

* Prepared and delivered courses for 30 students, including course work compliant with legislative requirements and best practice
* Reported on performance and advised Managing Director and Head of Finance
* Collaborated with representatives of Computeach’s services and other departments
* Delivered excellent customer service

*MCSA, MCDST, A+, Network+ and Security+*

**Cookes Furniture LTD** 2005 - 2007

*IT Administrator*

* Administrated over 100 Win 2k and XP systems and 15+ Linux and Windows 2003 servers
* Improved service and client relationships by implementing new stock control system, new ‘e‑shot’ system for client database and negotiating better infrastructure contracts
* Lead software development teams
* Managed systems integration

**Netgear International** 2004 - 2005

*Technical Support Administrator*

Administrated the technical support department including handling escalated calls.

* Improved service and client relationships by creating a central knowledgebase to share best practices
* Met stringent time tables and deadlines
* Handled escalated calls including satisfying unhappy customers
* Supported Managed and Smart Switches, VPN's WiFi, Win XP/2k server integration

**QUALIFICATIONS**

MCP

MCSA Windows 2000

MCSA Windows 2003

MCSA: Security

MCTS Exchange 2010

MCSA Exchange 2013/2016

MCITP Windows 7

MCDST

MCT

MCTS Hyper-V

MCITP Windows 2008

MCSA Windows 8

MCSA Windows 2012

MCSE Windows 2016

MCSA Windows 2016

SCCM 2012/2016

MCSA Windows 10

CompTIA A+ 03, 07 & 09

CompTIA Security+ 07 & 09

CompTIA Network+ 07 & 09

FAST Software Manager ELF

SAIIT

ITILv3

*Currently studying:*

AZURE Architecture

Open Stack

Open University course in UK Finance

*References Available*