Lewis Goddard

goddard.lewis@gmail.com ✉

Norwich / Cambridge, UK 📍

Infrastructure Engineer with ~12 years experience in a technical role. Seeking to help improve service reliability and network ROI through proven skills in System Troubleshooting. At Banham Poultry, reduced security risk and increased production capacity by more than 2x in several key areas with over £2m invested.

Professional Experience

May 2014
to
July 2022

Senior Infrastructure Engineer

Banham Poultry, Attleborough

- Automated software and security patching for hundreds of users, reducing network alerts by more than 90%.
- Implemented IT risk management plan to harden system & network security, including least privilege access and two-factor authentication across 250 users.
- Worked with terabyte-scale database systems, more than halving the average transaction time.
- Developed various software systems in support of in-house departments, digitising more than 50% of paperwork.
- Provided Help Desk-based IT phone support to end users, including troubleshooting hundreds of workstation, network, and server issues.
- Rebuilt many systems to improve reliability and simplified resolutions to allow self-service repairs.

April 2010
to
October 2013

Network Telecommunications Engineer

T-Mobile, Bury St. Edmunds

- Rebuilt site attendence checklist, reducing the time taken by several hours.
- Attended dozens of sites and consistently resolved issues faster than average.

Skills

Hard Skills: Project Management · Programming · Debugging · Troubleshooting · Network Security · Network Architecture

Technologies: Azure · Active Directory · Windows Server · Linux · VMware vSphere · VMWare ESXi · EMC Storage Products · Dell PowerEdge Servers · Cisco Networking · HP Procurve Networking · Internet Information Services (IIS) · Microsoft SQL Server · SQL Server Reporting Services (SSRS) · Active Directory · Help Desk Support · Networking ·

Programming Languages: Powershell · PHP · Python · SQL · JavaScript · VBScript