# Phil Wiffen

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Location: Cambridge, UK
Nationality: British
Date of Birth: 1984-09-05

## Overview

IT should help people; and everything I do revolves around that belief. I'm a versatile IT professional that enjoys understanding business problems and figuring out ways to solve them with technology. Experienced in both start-ups and Fortune 500 organisations. I like helping and working with people, and am endlessly curious about technology.

## Key Skills

**Storage and Backup** (6 years storage, 3 years backup)
NetApp NAS/SAN Storage Systems running NFS, SMB and iSCSI. Also experienced with tape library systems and basic EMC Networker exposure.

**Virtualisation** (6 years)
Strong understanding of virtualisation, as well as experience with VMware ESX/ESXi, Workstation and vCenter. VMware Certified Associate in Data Center Virtualization and Cloud. Also dabbled with Hyper-V and OpenStack in my home lab.

**Linux** (8 years)
Red Hat Enterprise Linux (RHEL), CentOS, Fedora Core, and Ubuntu system administration.

**Microsoft Client and Server Technologies** (12 years client, 5 years server)
Installation, troubleshooting, maintenance and configuration of Windows 3.11 through to Windows 7 and Server 2008 R2. Active Directory, Exchange, Group Policy, Windows Deployment Services, Microsoft Deployment Toolkit.

**Networking and Internetworking** (7 years)
Experienced with networks in small business and data centre environments, including DHCP, DNS, TCP/IP. Fundamentals gained from Cisco's CCNA Course, including: LANs/WANs, Cisco IOS, TCP/IP, Switching, Routed and Routing protocols, VLANs, and WLANs.

**HPC/Grid computing** (3 years)
Experience with High Performance Compute and Grid computing technologies (IBM LSF)

**PC and Server hardware troubleshooting** (12 years)
Able to build, upgrade, troubleshoot and repair PCs and Servers. Experience with traditional rack-mount servers as well as blades.

## Key Qualities

**Business focus**
My focus is on enabling the business. I believe that IT has the power to unlock a company's potential and help it to realise its goals. By engaging with the business, IT can become a key business partner, by understanding its requirements and working to meet or exceed them.

**Rapid and keen learner**
Able to understand and pick up new applications and concepts quickly with minimal training. Repeatedly adapted skills to business needs in every role to date. I also run my own virtualised home lab to experiment with interesting and emerging technologies, as well as study online IT training courses in my spare time.

**Communicative and collaborative**

I'm an excellent communicator. I enjoy working with people, understanding their needs and working to solve their problems. I also enjoy helping others, and openly collaborate to share knowledge and experience, as well as sharing interesting and free learning resources.

## Work Experience

### Engineering Systems Analyst, Broadcom

*June 2011 – Present Day*

Part of the senior IT support team for the EMEA region, supporting demanding and technically competent hardware and software engineers, as well as the IT infrastructure.

**Key Achievements:**

- Created a shared-access virtualized lab environment for global IT staff to experiment with IT technology without the need to configure their own hardware. Documented and provided training for colleagues.
- Promoted the use of OneNote, including kick-starting a regional project to document company-specific information and share weekly reports centrally. This lead to better communication and collaboration amongst the EMEA IT team.
- Documented and published a comprehensive NetApp setup and configuration guide for IT staff, to help ensure consistent standards and share experiences with multiple scenarios. Very well received by Infrastructure team and management.
- Became the go-to person for Storage and Virtualisation in the region and the regional data centre which supports roughly 800 users and contains roughly 0.5PB of data.

**Main Activities:**

- Level 3 technical support for EMEA region (Windows, Linux, LSF Grid compute, Storage, Backup and Virtualisation)
- Supporting the regional IT infrastructure, including the European Data Centre in Cambridge which serves over 800 people
- Liaison/Business Relationship Manager, liaising between business units and corporate IT based in the US.

**Key Technologies:**

- NetApp Storage Systems, Red Hat Linux, Ubuntu, Windows 7, IBM LSF, VMware ESXi, Citrix XenApp

### IT Engineer, DisplayLink

*September 2007 - June 2011*

Working with the Senior IT Engineer, providing IT and Business support to over 130 employees across 4 global offices. While initially a technical role, my focus shifted to liaising with Engineering departments and project leads to ensure that we delivered required IT systems and services to meet the needs of the business.

**Key Achievements:**

- Advocated and implemented "ahead of the curve" adoption of virtualisation, starting with VMware ESX 3.5 back in early 2008. This adoption gave IT incredible flexibility in dealing with Engineering demands, as well as saving thousands of pounds in power, hardware and cooling.
- Researched and deployed Microsoft Deployment Toolkit with WDS, for deploying PCs and images. In combination with authoring AutoIT scripts and unattended installations, this reduced PC Deployment rollouts from 5 man-hours to approximately 0.5 man-hours and over 3 years saved over 500 man-hours.
- Drove efforts to harmonise and integrate remote offices with the primary R&D site; including branch office visits to Taiwan, Poland and California.
- Standardised on single-vendor computer supplier to simplify technical support and enable the business to grow rapidly with minimal IT staff.

**Main Activities:**

- General day-to-day IT support of Windows and Linux-based systems

- Planning major IT infrastructure upgrades to ensure IT meets and exceeds business needs.
- Working with departments and project managers to ensure they have the right IT equipment and systems.
- Liaising with suppliers and vendors, including licensing, contract and purchase negotiations.

**Key Technologies:**

- NetApp Storage Systems, VMware vSphere, Microsoft Exchange, BlackBerry Enterprise Server, Active Directory, Group Policy, Linux (CentOS), Bitlocker, Windows Server 2008 R2, Microsoft Deployment Toolkit.

### IT Manager, Crownhill Associates Ltd
*September 2003 – September 2007*

Solely responsible for the company's ICT, including but not limited to: web site development and web mastering, Linux and Windows server administration, purchasing, technical support, network management, system building (inc. upgrades and repair) and collaboration with developers and project managers.

### IT Technician and Web Developer (Part-Time), Crownhill Associates Ltd
*August 2001 – September 2003*

- Development and maintenance of commercial websites using HTML, PHP, MySQL, Flash, Dreamweaver, and Fireworks.
- General IT Administration and in-house Technical Support.

## Certifications

- VMware Certified Associate - Data Center Virtualization (VCA-DCV)
- VMware Certified Associate - Cloud (VCA-Cloud)

## Courses

2013 - 2014:

NetApp Data ONTAP 7-Mode Fundamentals (NetApp)
CompTIA Storage+: Storage Fundamentals, Network Storage & Data Replication, Data Protection & Storage (PluralSight)
Windows Server 2012 Hyper-V Essentials (TrainSignal)

Windows PowerShell Fundamentals (TrainSignal)
Project Management Essentials™ For the Unofficial Project Manager (Franklin Covey)
CompTIA Cloud Essentials (TrainSignal)

2003 - 2005:

- Cisco Networking Academy Program - CCNA v3.1 (Cambridge Regional College)

## Education

### 2001 – 2003: AVCE in ICT – Advanced, Double Award (Cambridge Regional College)

Overall grades awarded: B B

### 1996 – 2001: GCSEs (City Of Ely Community College)

8 GCSEs grade A-C; including English, Maths and Science

## Additional Information

- I run an IT blog at http://www.twistedethics.com/ and tweet at https://twitter.com/phil_wiffen
- Current IT interests include: Virtualization, Storage, Automation, Hyper-convergence, and the potential of Cloud