# ****Phil Wiffen****

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

phil.wiffen.cv@outlook.com  
+44 7758 224479  
[Twitter](https://twitter.com/phil_wiffen)  
[LinkedIn](http://uk.linkedin.com/in/philwiffen)  
[Blog](http://www.twistedethics.com/)

Overview

I’m a versatile IT professional who enjoys understanding business problems and figuring out ways to solve them with technology. Experienced in systems administration, IT management and business relationship management; and comfortable in both start-ups and Fortune 500 organisations. Current IT interests include: Virtualization, Storage, Automation, Hyper-convergence, and Cloud computing.

Key Skills

**Storage and Backup** (6 years storage, 3 years backup) – Installation, configuration and support of NetApp NAS/SAN Storage Systems running NFS, SMB and iSCSI. Tape library backup systems and EMC Networker.

**Virtualisation** (6 years) - Including VMware ESX/ESXi, Workstation/Player and vCenter. VMware Certified Associate in Data Center Virtualization and Cloud. Also dabbled with Hyper-V and OpenStack in my home lab.

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

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

**Networking** (7 years) - Experienced with networks in small business and data centre environments, including LANs/WANs, Cisco IOS, TCP/IP, Switching, Routed and Routing protocols, VLANs, and WLANs, DHCP, and DNS. Trained to CCNA level.

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

**Business Relationship Management** (4 years) - Able to build strong relationships by engaging with the business, understanding their problems and working with IT to find solutions.

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 and understanding its requirements, IT can become a key business partner.

**Rapid and keen learner**Able to understand and pick up new technologies and concepts quickly; and have aligned my skills to business needs regularly. I also run my own home lab to experiment with interesting technologies, as well as study online IT training in my spare time.

**Communicative and collaborative**I enjoy working with people, understanding their needs and working to solve their problems. I also enjoy helping others, and openly collaborate with a view to sharing knowledge and experiences, as well as resources I feel may be useful to my colleagues and co-workers.

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 across the organisation. Very well received by Infrastructure team and management.**
* Became the go-to contact 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 adoption of virtualisation, starting with VMware ESX 3.5 in early 2008. This adoption gave IT incredible flexibility in dealing with the Engineering demands of a rapidly expanding organisation, as well as saving thousands of pounds in power, hardware and cooling.**
* **Automated the installation and configuration of our Windows client deployments, using Microsoft Deployment Toolkit with WDS for lite-touch deployment as well as authoring AutoIT scripts and unattended installations. This reduced PC Deployment rollouts from 5 man-hours to 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.**
* **Advocated and implemented a move to Microsoft Volume Licensing from the existing OEM licence purchasing model, leading to greater flexibility and reduced administration costs.**
* **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, Windows Deployment Services.

### ****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) | Windows PowerShell Fundamentals (TrainSignal) |
| CompTIA Storage+: Storage Fundamentals, Network Storage & Data Replication, Data Protection & Storage (PluralSight) | Project Management Essentials™ For the Unofficial Project Manager (Franklin Covey) |
| Windows Server 2012 Hyper-V Essentials (TrainSignal) | 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

Online Presence

* I run an IT blog at [twistedethics.com](http://www.twistedethics.com/) and tweet from [@phil\_wiffen](https://twitter.com/phil_wiffen)

|  |  |  |
| --- | --- | --- |
|  |  |  |