**Kevin Hollister**

**Personal Information:**

* Address 108 Drake Road, Chafford Hundred, Grays, RM16 6PP.
* Phone 01234 567 890

**Personal Profile:**

* Highly technical MS Exchange Server Engineer with media experience.
* Experience of managing outsourced contracts and teams.
* ITIL exposure.
* Experience of managing outsourced contracts and teams.
* Excellent at working with 3rd party suppliers and reporting to senior management.
* Very committed to any project, task or contract given to myself, however big or small.
* Excellent at writing documentation in all forms, covering basic user guides to complex SOP’s.
* Good project management and communication skills ensure that any given project will be completed efficiently and on time.

**Skill Set:**

HP Blade; HP SIM; Active Directory and Group policy; SMS / SCCM Server; SCOM; WSUS; SQL Server; MS Exchange Server 2003/2007/2010; Google Apps for Business; Windows 2008 R2 Server; Windows 2003 Server; Windows 7; MS SharePoint; Sage CRM; Quest; Symantec Backup Exec; Ethernet Networking; TCP/IP Networking; Microsoft SMS Installer (Scripting); Win Install (Scripting); VB Scripting, Windows Power shell.

**Employment Details:**

**August 2007 to Date**

**The Profile Group, London – 2nd/3rd line Support Engineer**

* MS Exchange 2007/2010 – Responsible for database maintenance, user data archive, Blackberry support, Edge Transport, Mail Flow logs, Exchange Management Shell, DR Test and etc.
* Quest Migration Manager for Exchange – Migration of Exchange 2003 to Exchange 2007
* Migration of Exchange 2007 to Google Apps for Business
* Setup and managing Postini Message Discovery (GMD)
* Administration of Google Apps for Business
* Red Gate SQL Tool belt – Maintenance of SQL database replication to remote sites
* Symantec Backup Exec – Ensure that backups have run and also tapes are collected.
* Eset – Managing AV alerts on workstations.
* SCCM 2007 – Deploying Windows 7, MS Office 2007/2010 and application deployment.
* SCOM – Managing and monitoring server health using SCOM / MOM, including management of and responding to alerts.
* WSUS – Managing and testing MS patches prior to install.
* VM Ware – Maintenance, upgrade and support of the VM Ware infrastructure.
* VM Ware - Managing the UAT OU which is based on VM Ware vShpere 4.
* Firewall- Managing of Fortinet and Juniper Netscreen firewalls
* VPN – IPSEC, SSL, MPLS
* Amazon Web Services (AWS) – Creating and managing routing polices (BGP,OSPF) and managing databases on AWS VPC
* Vendor relationship – Maintaining relationship with Vendors and suppliers (HP, Dell,Microsoft, VM Ware etc).
* AD – Managing DNS, DHCP, Group policies, FSMO roles and OU’s.
* AD – Managing and consolidating the existing WINS server (9 in total) into 1 WINS Server.
* BES - Support of Blackberry devices including BES administration
* HP SIM – Managing and monitoring server health using SIM, including management of and responding to alerts.
* ISA / Websense Proxy – Maintaining and reporting on web usage and user migration to new proxy servers.
* Domain Names- Managing domain MX records and SPF records

**May 2006 – August 2007**

**Convergenic, Kent – 2nd /3rd Server Support Analyst**

* MS Exchange 2003 – Archiving event logs, reviewing SLA performance figures, checking disk usage and event viewer
* SMS / SCCM - Managing and maintaining the SMS2 and SCCM environment, including designing, reporting, supporting delivery and hardware inventory.
* SMS / SCCM - Patching all infrastructure servers with latest Microsoft (via WSUS and Patch link).
* SMS / SCCM - Centralized team responsible for all UK application and infrastructure releases into the live environment.
* Storage – Managing and creating new CIFS shares, quota and capacity management.
* AD – Managing the banks AD sites, Group policies and OU’s.
* Print Clusters – Managing Print Clusters and print driver updates on Windows 2003 print clusters.
* 3rd Line Support - Proactive management of the relevant Remedy queues (incidents, change, service requests and problem management).
* SCOM – Managing and monitoring server health using SCOM / MOM, including management of and responding to alerts.
* ARCserve – Running of daily and weekly backups of servers and databases
* MS SQL – Setting up database backups and database maintenance
* Cisco – Creating SSL VPN’s, and policies
* DR - Responsible for creation, maintenance and deployment of desktop profiles.
* Documentation – Producing resolution documents for support teams on workarounds for escalated incidents.

**February 2004 – April 2006**

**Yakol Services Ltd, London – Technical Support Engineer**

* Sonic Wall – Installing and configuring Sonic Wall firewall’s with McAfee AV
* Rollout – Rolling out MS Windows XP.
* MS ISA – Configuring web filters and proxy settings.
* MS Exchange – Installing and configuring new Exchange servers.
* Log Me In – Providing remote support to users via log me in and also telephone support.
* Backup – Install and configure backup software (Backup Exec, CA Arcserve) depending on clients requirement
* MS AD – Configuring GPO for user login and printer shares
* MAC – Setting up Mac workstation on windows network and creating shares.

**October 1999 – December 2003**

**Custom Built Technology Ltd, High Wycombe. – Technical Support Engineer**

**June 1998 – July 1999**

**Computec Consultancy Ltd, London. – Technical Support Engineer**

**November 1997 – June 1998**

**Integrated Computer Technologies, London – Rollout Engineer**

**Education & Training**

AYLESBURY TRAINING GROUP, AYLESBURY **Jul 1999 - Oct 1999**

Training in NT 4.0Workstation and Server, Microsoft NT 4.0 Administration, Microsoft NT 4.0 Core Technologies. Installing and configuring DHCP WINS

Connectivity Solutions, Docklands, London **Jul 1998 - Jul 1998**

Advanced Certificate course in supporting Windows NT Core Technology Server and Workstation version 4.0. (Windows NT Microsoft Certification Preparatory course

Connectivity Solutions, Docklands, London **Jan 1998 - Jan 1998**

Basic and Advanced courses in PC Maintenance & Repair

Spring IT Training, Moorgate. London **Aug 1997 - Nov 1997**

Intensive course in servicing Compaq desktops, workstations and notebooks. (Hardware and Software).

International School, Ibadan **Sep 1992 - Jun 1997**

8 O’ Level Passes

**References available on request**