Liam Hemsworth

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Profile

A qualified IT professional experienced in understanding the technical and operational implications of design, implementing and integrating IT Systems. Through the combination of IT knowledge and a military background I am able to more effectively communicate with all levels of business to ensure that systems run at maximum performance. Persevering, responsible, very dynamic and analytical admiring qualities attained through working with various high profile clients. With ability to meet deadlines for project development and support needs. Very fast learner, enthusiastic and a great team player with confidence in my abilities but also showing assertiveness at all times, understanding of what is required by clients and the level of quality required. Stimulated by the desire to learn and meet new challenges, abreast of new technology, with a *do what it takes attitude.*

Implemented and supported

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| *Lotus Products*  Domino 4, 5, 6, 7, 8.5 Sametime, Quickr, Domino.Doc, Lotus Mobile Connect  *Microsoft Products*  Exchange 5.5 2000, 2003, 2007  *Operating Systems*  Windows 95- 7, NT 2000, 2003, 2008  *Antivirus*  Symantec, Postini, Mime Sweeper, Mail Marshall | *Disaster Recovery*  Backup Exec, Net Back Up  *Fax support*  Fax for Domino  *Network and Security*  Cisco, RSA SecurID, X – Kryptor, Safeword  *Other*  Blackberry Enterprise Server, CommonStore, Good |

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| *Work Experience*  Company / Job title | *Responsibilities* |
| ***Barclays Bank***  *Messaging Engineer* | Design migration approach for migrating from Exchange 2003 cross forest to Exchange 2007 Resource Forest environment using ADMT and Interorg  Produced all required PowerShell\ Quest scripting for migration to complete as automated as possible  Produced alternative migration approach to migrate from Domino 6.5 to Exchange 2007 enforcing a saving of 1.6 million  Produce Domino survey application to collect user data required for Exchange mailbox setup  Develop Lotus functionality to migrate   * Contact information * Calendar entries * Messages * Create forwarding rule   Created required power shell scripts to create required mailboxes, shared mailboxes and DL’s and enable LCS from Lotus sourced data  Provide point of escalation for issues a rising to migration\ platform adoption.  Work with other teams required to provide Internet Naming Translation, Secure Mail, AD, Citrix and language translation. |
| ***BT Preston***  *Messaging and Collaboration manager for FirstGroup* | Messaging and Collaboration manager for FirstGroup. Standardized the email infrastructure for FirstGroup UK, merged in the email services of FirstGroup America. Planned and delivered the migration of FirstGroup’s UK email infrastructure into a single standard platform while managing a team providing support for the email service. I then moved beyond the email solution to take the suppliers (IBM) collaboration suite and have worked with a range of users across the FirstGroup business to design, plan and deliver a full collaboration solution including Instant Messaging and shared data solutions that meet the needs of the user. The work that I did consistently saw me review what is there and progressively review the solution, looking for opportunities to develop the systems, enhancing the offering while constantly looking for improvements and benefits. Having performed a server upgrade to the latest Domino application 8.5 Planning and delivering the upgrade for IBM’s 7th largest UK customer I then moved towards the clients migrating clients to various citrix farms that included a Notes 8.5 client.  Implementation of LMC solution integrated with Lotus Traveler for webmail and to expand mobile device capability to iPhone and iPad. Assisted the business in producing a workflow application that could be used to manage and track the repair of vehicles under warranty; application returned an increase in company revenue due to the ability to track repairs which had not been possible before.  In short I built and maintained an environment that FirstGroup could use effectively that aided the business rather than hindered |
| ***National Australia Group***  *Lotus Notes Administrator*  *December 2005 August 2006* | Lotus Domino Administration for all European and American Domino servers, Migration management and implementation for migrating Mail and Application servers from Version 5 to 6.5. Sametime administration and migration. SMTP troubleshooting with Message Labs and third party companies. Support of managed Blackberry Solution. |
| ***AXA Tech***  *Mail Migration Team Lytham*  *Oct 2005 December*  [*Tim.Diamond@axa-tech.com*](mailto:Tim.Diamond@axa-tech.com) | Mail Migration support for AXA UK company wide mail migration from Lotus Domino to Exchange 2000. Work on all problems escalated for migration and third line client support needs. Windows 2000 Active Directory with Exchange and Lotus Domino administration. Providing support face to face and via the telephone. |
| ***Northgate****, Hartlepool Borough Council*  *July 2005 August* | Migration support for servers and users migrating from Domino Version 5 on AS400 to version 6.5 on Windows 2003, including support for Clustering and Roaming users. |
| ***AXA Tech***  *Mail Migration Team Lytham*  *Nov 2004 Feb 2005*  [*John.hardman@axa-tech.com*](mailto:John.hardman@axa-tech.com) | Mail Migration support for company wide mail migration from Lotus Domino, Netscape, CCMail and Exchange 5.5 to Exchange 2000. Work on all problems escalated for migration and third line client support needs. Extensive Active Directory management CCMail administration and Lotus Domino administration. |
| ***Ultra Electronics Datel*** *Systems Engineer*  *Nuclear Accident Response Information Management Systems Project (MoD)*  *August 2003 – Nov 2004* | Design of R6.5 Lotus Domino Domain and migration implementation process. Documentation for methods for migration from Domino 4.5 to 6.5 Process for management of the new R6.5 System  Testing of infrastructure and Domain WAN capacity  Testing of implementation of Sametime 3.1 within Domino 6.5.  On site support for all aspects of Information Technology relating to NARIMS when required  Windows 2000/ XP design and implementation testing and configuration of Windows XP client configuration.  Disaster Recovery Design and implementation for Secure Business Solutions (Veritas) operating for various OS  Design of RSA SecurID Solution for LAN and Dial- In user authentication.  Plan all aspect of the implementation staffing, liaison with customers.  At all times working within agreed SLA’s setup by the Ministry Of Defense |
| ***Computer Sciences Corporation***  *BAE Systems Account, Lotus Notes Support*  *December 2002 – August 2003* | Maintenance of BAE Email System within Restricted Network,  Providing 2nd/ 3rd Line telephone support and maintenance for Lotus Notes users Exchange 2000 and 5.5 users.  Supported implementation for Domain wide archive strategy  Escalation of faults through documented process. Assist with design of the new Windows 2000 Active Directory infrastructure and migration from various legacy systems |
| ***QED Advanced Systems***  *January 2002 to August 2002*  [Daniel.Carter@qedas.co.uk](mailto:Daniel.Carter@qedas.co.uk) | Domino Consultant:  Design, Implementations, Integration and Support for Domino based applications Sametime, Quickplace and Notes R5.0 Fax for Domino. Upgrade of various versions of Lotus Domino installed on various platforms, Sales support and technical consultancy for product range.  Configuring Installing Trend Antivirus products for NT and ScanMail for Domino. Assisted in new technology evaluation to widen company offerings. Writing reports and process mapping to fit with other company quality procedures |
| ***Indus International***  *July 2001 to Dec 31st* | Lotus Domino Migration from 4.6 to Release 5.0.  Windows installation and migration from NT and Novel 4 to Windows 2000 integrating Active Directory with Lotus Domino R5  Desktop Support for Woking office troubleshooting problems on Windows 95, NT 4, 2000 Pro and XP. Abide at all time to existing Quality Management procedures; and other published IT procedures. Advised where changes to procedures where appropriate. Perform telecommunication system troubleshooting for minor issues; and administration of updates and changes to telephone infrastructure. |
| ***Cap/ Gemini***  *Lotus Notes 3rd Line support*  *for ExxonMobil in the UK*  *May 2001 – July 2001* | Resolve all coals returned from second line support for resolution or recommendation to global notes support team.  Implementation of Regional notes strategy.  Report to Project roll out manager for out standing Notes roll out issues and recommendation for user training.  Domino designer for Cap Gemini (Vauxhall Call Center) |
| ***Cap Gemini***  *First / second line support*  *Dec 2000 – May 2001* | Provide 2nd line support for all of ExxonMobil’s computer users throughout the UK (approximately 50000 users).  Providing support on a wide range of computer issues including install instruction, problem solutions and fixes for Operating systems, including Microsoft NT and Windows 95. Applications including Microsoft Outlook, Word, Excel, Internet Explorer, Lotus Notes R5. Network services such as printing, logon, LAN, TCP/IP, server, and dialup networking. Mainframe services and hardware faults.  Working within SLA (service level agreement) set by Exxon Mobil. |
| ***British Army***  *Infantry Signaler*  *1996 – 2000*  *Lack of mental challenge* | First Battalion Grenadier Guards  Operated in Various theaters around the world. |

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| ***Education/ Course Attended***  MSC IT University of Liverpool  *IBM Certified System Administrator –Lotus Notes and Domino 8*  *Blackberry Tier 2 Support*  *IBM Certified System Administrator –Lotus Notes and Domino 7*  *Windows XP MCP*  *RSA SecurID Systems Administrator*  *IBM Certified System Administrator –Lotus Notes and Domino 6*  *Principle R5 Performance Tuning*  *Deploying Domino R5 Application*  *Implementing a Domino R5 Infrastructure*  *Maintaining Domino R5 Servers and Users*  *Lotus Notes R5 Administration with*  *Exxon Mobil*  *Lotus Notes R5 Helpdesk with Cap Gemini*  *Customer Service with Cap Gemini*  *Lotus Notes End User with Exxon Mobil*  *Open University*  *British Army*  *St Beads R.C*  *Long Cross*  *Lawrence Weston* | ***Date*** July 2010  February 2010  November 2006  June 2006  June 2005  August 2004  September 2003  February 2003  June 2002  March 2002  February 2002  February 2001  January 2001  March 2001  December 2000  Oct 2000  June 1996  September 1991 - July 1994 | **Qualification** Ongoing  Pass  Pass  Pass  Pass  NA  Pass  Pass  Pass  Pass  Pass  Pass  Pass  Pass  Pass  Communicating Technology, Open Mathematics  NVQ Public Service  9 GCSE passes – including Math’s, English and Physics. |  |