

Thomas Wallis-Barrett

SYSTEMS ENGINEER

Profile

I am a young professional originally from London with an immense amount of experience for someone my age. I have an interest in technology and love being exposed to niches as they often bring a sense of wonder

Skills

- Maintaining Active Directory and Domain environment
- WSL
- SQL
- C#
- Java
- Python
- Product configuration
- Server config and deployment
- Customer Service
- Tier 1 & 2 technical support level.
- 3CX VoIP Deployment and maintenance
- Bash scripting
- Managing office 365 Environments

Key Achievements

- Became the sole responsibility for maintaining infrastructure of multiple products. This was due to my ability to not give up and push through to work out the fundamentals of these products and how they work.
- Managed and carried out the deployment and configuration of in-house applications for an Australian bank and built a great relationship with the client.
- Trained over 400 end users remotely during the height of Covid-19 in London.
- Facilitated the move of a client to a new building where I configured their entire network from patching and VoIP to printers.
- Created multiple pieces of documentation documenting my role and responsibilities which allowed colleagues to take over whenever necessary.

Personal Interests

Video game automation in Python and Java
Building custom PCs and Game servers
Creating iOS applications
Robotics + Arduino
Reading fiction
Hiking and Film photography

Contact Details

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Work Background

Systems Engineer

Fara AS | Feb 2021 - Present

- Creation of custom update and deployment scripts which have saved hundreds of work hours - Bash, C# and Node JS
- Responsible for creating and deploying software to public displays at bus stops which are seen by hundreds of thousands of people across Norway.
- Managing and deploying customer installs
- Installing and configuring customer equipment in the field.
- Created a chatbot to allow customer support and colleagues to easily navigate to internal documentation
- Level 3 software support

Junior Developer, Application Support and Junior Project Manager

Intandem Solutions | Jan 2018 - Feb 2021

- Project Management.
- Gathering user requirements.
- User training (virtual and in-person on client sites).
- Bug fixing of in-house applications (C# and SQL).
- Investigating specialist and complex IT support issues.
- Application configuration.
- Development of in-house applications (C#, JS and SQL). Deployment of in-house applications.
- Configuring and managing backup & restore procedures. Responsible for diagnosing and resolving hardware, software and end-user problems.
- Following procedure / checklists and updating support documentation.

Development and Application Support Analyst

Terias Consulting | Oct 2016 - Jan 2010

- Monthly & Weekly invoicing.
- Payroll for 5 employees.
- Setting up and maintaining domain environments.
- FileMaker app development.
- Cisco Meraki deployment and maintenance.
- Magento E-Commerce sites.
- Managing overseas teams in Russia and Sri Lanka.
- Deploying new hardware, server backups and evaluating new software and security risks.
- Maintaining a wide range of computer hardware and software programmes.

Education

Prince 2 Foundation - Sep 2020

Lvl 3 Software Development Apprenticeship
2016 - 2019

Hayes 6th Form - 2015 - 2016

Physics, ICT and Geography

Conisborough College - 2010 - 2015

Maths, Physics, Chemistry, Biology, Geography, ICT, English Literature, English Language, Religious Studies and Textiles