



After graduating from university with an English degree, I had an award-winning career in Sussex Police, during which I was promoted to Detective, received 4 commendations including 'Outstanding Investigator', and achieved accreditations for both advanced and expert communication skills.

I decided to follow a lifelong ambition to work in IT and I joined City & Guilds Kineo who specialise in e-learning and offer both custom and SaaS based Learning Management Systems in the cloud. My passion for IT and flair for technical problem solving was recognised and I was promoted to Senior Application Engineer where I took responsibility for managing, recruiting, training and leading Kineo's team of engineers, in addition to providing 2<sup>nd</sup> and 3<sup>rd</sup> line technical support and training to a large list of high-profile clients. I was site administrator for four business-critical systems, including Jira. In recognition of my excellent performance at work, I was nominated for a City & Guilds award.

A large part of my job also involved working on projects where I helped to deliver new releases and improve existing systems. Due to my technical background, I was extensively involved in the various parts of the delivery pipeline, ranging from quoting, specification, documentation through to delivery and support. As a 3<sup>rd</sup> line support engineer, there were also many projects and backlog items that I oversaw from start to finish. I often would break work down into smaller tasks that I then delegated to my team of Engineers to help resolve things effectively, quickly and in budget. I specialised and became a Sysadmin, responsible for building, maintaining and securely configuring the cloud infrastructure of both client and internal sites. I took the lead on several large-scale projects, including a restructure and redeployment of the UAT environments, and my work directly saved the business £20k a year.

Through my experience at Kineo and personal studies, I've become an expert in customer support, problem-solving, and skilled in the management of complex situations using both agile and waterfall methodologies in a fast-paced environment. I also have a multi-discipline understanding of programming, cybersecurity, systems administration, database administration, and application support. I enjoy self-study and in the last year I have passed certifications for AWS Cloud Practitioner, CompTIA Network+, CompTIA Security+, and CompTIA CySA+.

I'm currently seeking a long-term position with a company where I can continue to grow my skills and feel challenged. In return, I would be bringing a large and varied skill set that I can put to work as soon as I begin. I have received hundreds of positive feedback comments from clients noting my speed of ticket resolution, excellent communication skills, and tenacity towards managing and resolving complex and business-critical problems

Thank you for considering my application and I hope to hear from you soon.

Best regards,

Tim

## Employment History

### **Technical Systems Engineer, Hyve Managed Hosting** • October 2020 – December 2020

I was senior third-line support and worked with a large number of technologies to assist a diverse and large client base with their hosting and management needs. I diagnosed and troubleshooted technical issues and provided client-facing support via the ticketing system, telephone and webinar. I built and deployed Windows and Linux servers using VMWare vSphere hypervisor and VMware ESXi, including migrations and/or installation of web stack, database and applications.

### **Systems Administrator, City & Guilds Kineo** • January 2020 – October 2020

I was responsible for building and maintaining both infrastructure, and networking configuration. I was actively involved in third line investigation, support and resolution of technical issues. I worked with both Windows and Linux servers and was heavily involved in client projects to help design and build the appropriate resources for them.

- Built and deployed Windows and Linux servers using AWS, Azure, IOMart and Rackspace services. PHP, Apache, MySQL, Postgres and MSSQL installation, configuration, and optimisation.
- Lead on several projects including a restructure and redeployment of the UAT environments, which saved the business £20k a year.
- Implemented common configuration standards to the existing estate increasing security, optimisation and consistency to a wide range of servers.
- Acted as a security incident response team member working on log review, analysis and actioning of both long and short-term requests made by the senior team. I often had to accurately summarise and document complex issues in detail.
- Experience with bash scripting to automate procedures.
- Site administrator of Atlassian Jira and Confluence, GitLab, and Passpack.

### **Senior Application Engineer, City & Guilds Kineo** • January 2017 – January 2020

As Senior Application Engineer, I provided technical and 'hands-on' client-facing second and third line support for heavily customised Totara and Moodle sites. I frequently worked with high-ranking client representatives, and third-party IT teams, to resolve business-critical issues, at-risk clients or sensitive matters. In addition to this, I led the day to day activities for the team.

- Nominated for a City & Guilds Ampersand award for outstanding performance.
- Implemented and led the stand-up morning meeting for cross-team knowledge sharing between sysadmins, engineers, client service managers and developers regarding business as usual activities and incident management.
- Ran the weekly engineer meeting and held regular one to ones with engineers. Acted as the lead interviewer for the recruitment of new engineers and line managed three

application engineers throughout their probation. I was also responsible for training and coaching of all engineers in the team and acted as an engineer escalation point.

- Jira Portal manager for all incoming and backlog work. Forecasting engineer workload, capacity management and managing queue cover. Splitting out tickets and delegating actions to help create manageable workloads.
- Lead engineer on projects throughout the software delivery cycle. Working with developers, QA and the project team to deliver the final product. Conducted the review and promotion of complex change requests to live site including risk assessment, documentation, configuration and training.

#### **Support Application Engineer, City & Guilds Kineo • October 2014 – January 2017**

In this position, I provided second and third line support to clients. Tickets ranged from client requests for training (which I would deliver through webinar) through to technical live site investigations and resolution of site issues reported by clients.

- First point of contact for customisation requests raised by clients. Held client conference calls to gather specifications, created concise accurate summaries for customisation/feature requests which either were then managed by myself throughout the development cycle (involving escalation to a developer, QA and finally promotion), or alternatively sent through to the project team where I remained involved in the project until deployment.
- Front end configuration and administration of live sites, including course set up, optimisation of settings, implementing and fixing user data feeds.
- QA of code fixes provided by developers, and code promotion of the fix using Git.
- Wrote queries to obtain and update data within MySQL, MS SQL and PostgreSQL databases, and created hotfixes in PHP and JavaScript for minor changes to sites.

#### **Support Account Manager, City & Guilds Kineo • January 2014 – October 2014**

I became responsible for a portfolio of 25 clients, working closely with engineers, sysadmins and developers throughout ticket life cycles. I managed support issues in line with Service Level Agreements, to make sure that work was delivered on time and in budget, and I built excellent relationships with clients through holding face to face meetings, and providing regular updates via phone/skype calls, email conversations and ticket comments.

#### **Detective Constable, Sussex Police • November 2003 – December 2013**

During my 10-year career in Sussex Police, I was promoted to Detective and later qualified as both an advanced suspect and witness interviewer. I had a breadth of roles and responsibilities which led to me gaining a range of invaluable knowledge and skills which still remain relevant now that I work in IT. For example;

- Received 4 awards including; the 'Resolve' achievement award from the Chief Constable of Sussex Police, an award for outstanding investigation, and an award for professionalism and dedication. Additionally, I received a Divisional Congratulation award for providing excellent levels of victim support.
- Responsible for caseload management and investigation of serious and complex crimes including Cyber Crime and Fraud. Managed many active investigations from initial report through to conclusion.
- Successfully tutored 3 Detectives throughout their 2-year training period.

- Assessed and managed risk assessments on individuals and cases and attended Council Strategy Meetings for active investigations to develop collaborative working and share information.
- Regular contact with the media, issuing case summaries and personal quotes to journalists, and frequently attended Crown Court and gave evidence on investigations to judges and juries.
- Piloted a new role as graffiti liaison officer, which involved working in partnership with Brighton Council and the North Lanes Association. I directly influenced this scheme which involved a yearly £250,000 clean-up contract that remains active.

## Education and Qualifications

English Degree • BA (Honours) 2:1	University of Wales, Aberystwyth
GCSE's and A-Levels	Handsworth Grammar School, Birmingham
Totara Learn Site Administrator	Totara
Network+ Security+ CySA+	CompTIA
Certified Cloud Practitioner	Amazon Web Services (AWS)
Leadership Launchpad Recruit Right	The Institute of Leadership & Management (ILM)

<https://www.youracclaim.com/users/timcraig>

## System and Software Skills

- Jira, Confluence, Git and Passpack administrator.
- Microsoft Office, Totara, Moodle, V-Tiger, Keyed In, WordPress, Jira.
- Provisioning and configuring servers through AWS, Azure, and Rackspace including experience with load balancing and CDNs.
- Hands-on experience with type 1 and 2 hypervisors, such as VMWare vSphere and VMware ESXi, KVM, and Virtualbox.
- Change Control Management and Continuous Integration through Git.
- Database installation, configuration/tuning and query running/writing - MySQL, MariaDB, MSSQL and PostgreSQL databases.
- Strong skills in Linux O/S including Ubuntu, CentOS, Redhat and Debian. Working knowledge of Windows Server 2008-2019 and MacOS.
- Installation and configuration/tuning of IIS, PHP, Apache/httpd web server, FreeIPA/LDAP, DHCP, DNS, Spacewalk and Katello provision management.
- Building PC's from scratch, overclocking, and upgrading PC hardware.
- Proficient in networking concepts such as DNS and TCP/IP, and troubleshooting skills including use of Wireshark/tcpdump sniffing and analysis, netstat, and tracer.
- Front end configuration of API's, SSO (SAML) and data feeds. Strong skills in CSV and XML building, aggregation, debugging and repair and substantial experience in working with large-scale data transfers between systems.
- Proficient in HTML. Experience with bash scripting. Entry-level CSS, JavaScript, PHP, and C#.