

» PROFILE

My passion is providing real business benefit through the efficient and effective implementation of IT systems and creating strategic advantage using both existing and new infrastructures. With varied approaches to troubleshooting and diagnostics I focus on providing long term, bundled solutions rather than temporary fixes.

» PROJECTS

Virtualisation and Server Refresh

Complete refresh of servers, storage and network components to deliver a highly available infrastructure within a suitable budget. This was also an enabler to virtualising the server estate and upgrading up to Microsoft Server 2008 R2. The goal of this project was to eliminate the 30+ server failures happening each month and start to deliver an infrastructure that was available 99% of the time.

Telephony Audit and Migration

Review of the company's existing fixed line setup which was distributed between multiple vendors. Savings of over £10,000pa were identified and after review, implemented. Managed the transition of this project to ensure successful delivery.

WAN Optimisation and Strategy

Identified issues with an existing WAN and made recommendations on steps to rectify them, which included evaluation of various fibre providers and WAN Optimisation products (such as Riverbed and GlobalScape). The option with the lowest risk and fastest break-even point for ROI was then presented to the board of directors and received approval. My detailed planning and provisioning during this project ensured successful delivery.

Network and Switch Refresh

This project focused on identifying redundancy issues and bottlenecks within the existing network and addressing them by implementing aggregated uplinks and replacing network switches with higher capacity devices. This greatly improved network access speed for users while reducing the risk of downtime by improving resiliency.

Remote Working

Starting with requirements from a user group I developed four unique remote working personas and solutions specifically tailored to each of their needs. These personas addressed situations from working in another office, to working at home, to receiving e-mails on mobile devices. Solutions were issued with input from all business departments ensuring that a fully packaged release was delivered rather than numerous technical fixes to address individual problems.

Wireless Network Rollout

To make the internal wireless networks more secure and more scalable I advised a move away from a WEP-based, MAC-restricted network to a WPA2 Enterprise implementation which uses digital certificates to authenticate users and devices. This setup ensures that devices can be centrally managed and users do not have to remember wireless passwords as well as providing transparency and ease of use when users travel between site offices.

» AT A GLANCE

Windows Server
2003/2008/2008R2

VMWare Integration

Dell EqualLogic and
PowerEdge Servers

Storage Area Networks
(SANs)

Networking

HP ProCurve Network
Switches

Active Directory
and Group Policies

Network Management

Wide Area Network
(WAN) Strategy

Infrastructure Refreshes

VPNs and Remote
Working

Wireless Networks
(WLANs)

PBXs, VOIP and SIP
experience

MDaemon Mail Server

ITILv3 Exposure

Microsoft SQL Server
2005

Cisco PIX firewalls

» EMPLOYMENT

Assistant IT Manager, 2006-Present

While occupying this role at Stride Treglown I oversaw and provided day-to-day guidance for three Service Desk Engineers, as well as being their immediate technical advisor for any projects they were working on. Projects at Stride have allowed me to gather real business requirements from users and turn these into full turnkey solutions, this user-centric approach combined with effective communication ensured the success of many projects. I additionally designed and implemented several policies and procedures to ensure that solutions remained scalable and repeatable.

Software Engineer, 2005-2006

This position at Robinson Associates saw me as one of the lead developers of a real-time, embedded, ANSI C compatible system which controlled high speed trains using radio signals. I was also able to drive the company forward by introducing the .NET languages and allowing them to develop software for desktop, mobile and web platforms.

IT Support Assistant, 2003-2004

This position was occupied as an industrial placement for my degree, I performed basic 1st line helpdesk functions and had a few minor projects.

Microsoft Server 2008 MCITP Certification

I am currently studying for 70-646, the Server 2008 Administrator training package to help with current technology projects.

Technology Management: an integrative approach, 2007-2008

This six-month module, studied with The Open University, was designed to discuss the rift between traditional management and technology management. The course focused on using communication and organisational learning to realise the full benefits of technology projects. I received a pass with credit on completion.

Computer Science BSc. 1st Class, 2001-2005

A four year degree at the University of the West of England for which I received a first class honours. The course covered all aspects of computing from logic and mathematics to human interface design and software engineering. The module in the final year focusing on ethics allowed me to enter the British Computing Society as a Member in 2005.

Computing and Mathematics, 1999-2001

I received A Levels in Computing and Mathematics at Bridgwater College over this two year period, I additionally sat exams for AS Levels in IT and Statistics.

» EDUCATION

» INTERESTS

I have been studying **Taekwon-Do** for over four years now, and I supplement this training with seminars focusing on weapons and self protection.

I also attend sessions involving other martial arts and have completed some F.A.S.T self defence courses.

I am a qualified Assistant Instructor in Taekwon-Do which allows me to teach classes at my schools. I frequently assist in classes where I teach a variety of age and skill ranges.



Mountain biking is another interest of mine and I often enjoy cycling on the local Bristol trails or travelling to Wales to visit trail centres there. I am a member of a local club, The Cheesy Riders, who often arrange group rides and events.



I have recently started studying **British Sign Language** and am currently awaiting the results of my level 1 course before continuing with level 2.