

**Date of Birth** : 08/12/1971  
**Nationality** : British  
**Marital Status** : Married, 3 children  
**Education** : 8 GCSE  
 1 A Level – Computer Science  
**Professional Qualifications** : Microsoft MCSE 2003 (ID 827771)  
 (Elective - 70-089 Planning, Deploying and Managing Microsoft Systems Management Server 2003)

#### Technical Matrix

Sector	Skill/Experience	Sector	Skill/Experience
<b>Workstation O/S</b>	Windows 7 Windows Vista Windows XP Professional Windows 2000	<b>Programming</b>	C# ASP.NET XML
<b>Server O/S</b>	Windows 2008 Windows 2003 Windows 2000 RHEL 5 / 6	<b>Scripting Languages</b>	VBScript KIX32 PowerShell Linux Shell / Bash
<b>Configuration Management Applications</b>	SCCM 2007 SCCM 2012 SMS 2003 Puppet Labs HPOO (7.x, 9.x) HPSA (9.x) AutoMate HP SiteScope HP OpenView	<b>Database</b>	Microsoft SQL 2005 Microsoft SQL 2008 SQL Reporting Services
<b>Cloud Framework Applications</b>	HP CSA Microsoft Private Cloud Infrastructure (Systems Center 2012) VMWare vSphere	<b>Application Packaging</b>	Flexera AdminStudio Microsoft ORCA

I am a successful IT Consultant with a proven track record in technical support, systems engineering, configuration and development. I am currently specialising in design, engineering, implementation and automation of data centre infrastructures.

I have a proactive approach to problem solving, have experience of dealing with all levels within an organisation and I am comfortable with presenting to both business and technical audiences.

I am extremely customer focused and continually strive to deliver solutions that are manageable, scalable and user-friendly.

My professional philosophy incorporates three maxims – simplify, standardise, automate.

I am an active member in the Configuration Management online community and maintain a blog at [myitforum.com](http://myitforum.com)

Whilst working for Barclays Capital I was a team member in the private cloud (IaaS) project – Estate Management Portal. This solution won the 'Best Infrastructure Achievement' category at [Banking Technology Awards for 2009](#).

I have previous experience in Application Packaging, Project Management, Technical Team Leadership and 3<sup>rd</sup> Line support positions.

## **Employment History**

**Feb 2012 – Present**                      **Automation Logic (via SCCM Consultancy Ltd)**  
<http://www.automationlogic.com/>

**Position**                                      Automation Consultant

Automation Logic is a professional services firm providing consultancy and support services to large enterprises in the field of data centre automation. Their clients come from a wide range of industry sectors including telecommunications, financial services, technology outsourcing, healthcare, and government.

### **Key projects:-**

- ✦ **Design, engineer and implement multi-host managed service for large high-street retailer -**
  - ✦ Create bash command scripts to build and configure Red Hat onto blades using kickstart
  - ✦ Create Puppet manifests to automate configuration of Operating Systems
  - ✦ Assist client with network configuration
  - ✦ Documentation of configuration
  - ✦ Documentation of installation process
  
- ✦ **Install and configure Hewlett-Packard Cloud Service Automation (CSA) 2.01 for major government project -**
  - ✦ Installation and configuration of CSA components (HPOO, HPSA, uCMDB )
  - ✦ Creation of workflows in HPOO to provision virtual machines using VMWare compute provider
  - ✦ Creation of workflows in HPOO to configure multiple NICs for virtual Red Hat servers (via vCenter accelerator pack)
  - ✦ Creation of workflows in HPOO to retrieve network information from custom built IPAM database (Oracle)
  - ✦ Creation of bash scripts to configure Red Hat network components (using ROSH via HPSA)
  - ✦ Development within multiple segregated networks via Remote Action Services (OverrideRAS)
  - ✦ Creation of workflows in HPOO to populate uCMDB
  - ✦ Documentation of configuration data
  
- ✦ **Automation of ITO processes for a major investment company -**
  - ✦ Automating start of day runbooks and monitoring processes for Windows and Linux estates
  - ✦ Utilising Powershell, Bash, SiteScope, OpenView, SCCM and AutoMate
  
- ✦ **Install and configure Microsoft Private Cloud Infrastructure (System Center 2012) -**
  - ✦ Lab-based Installation and configuration of Private Cloud components
    - ✦ Virtual Machine Manager
    - ✦ Configuration Manager
    - ✦ Operations Manager
    - ✦ Orchestrator (Opalis)
    - ✦ Service Manager
    - ✦ Data Protection Manager
    - ✦ App Controller
  
  - ✦ Participation of relevant cloud self-assessment tracks via [virtualacademy.com](http://virtualacademy.com)

**Jul 2010 – Jan 2012**

**Man Investments (via SCCM Consultancy Ltd)**

<http://www.maninvestments.com/>

**Position**

Systems Engineer

**Department**

Global Platform Engineering

Tasked with designing, engineering and implementing a project to consolidate and virtualise an existing global SCCM 2007 environment (5,000+ clients). Virtualisation platform was VMWare ESX 4.0 / vSphere. SCCM server build was Windows Server 2008 R2 with Microsoft SQL 2008 R2.

Man Investments were also going through a global rollout of Windows 7 during the same time frame. I worked closely with the Wintel Engineering team, assisting them with the Windows 7 build which used MDT/OSD via SCCM for deployment. I also assisted in the design and engineering of the Windows Server 2008 R2 build.

In addition to the SCCM project, I took over the development of a web portal for Cisco IP Phones. The portal allows administrators to initialise phones and create user profiles. It also allows users to control phone settings (set up speed dial lists, configure single number reach, configure call-forwarding)

I was also responsible for investigating the potential of using runbook automation to automate the failover of production services to their DR instances.

**Key projects: -**

✦ **Design, engineer and implement virtualised Configuration Manager 2007 environment -**

- ✦ Make existing environment fit for purpose/ready for virtualisation
- ✦ Implementation of SCCM R3
- ✦ IIS 7 configuration
- ✦ Configuration of SSRS servers and design and code custom SSRS reports
- ✦ Configuration of Out Of Band Management (AMT) and Network Access Protection (NAP) roles
- ✦ Prepare high-level and detailed design/configuration documents for SCCM
- ✦ Present to stakeholders, prepare project plans, generate BOM, RACI and project run book documentation
- ✦ Lead engineer in migration process
- ✦ C# development of SCCM tools using Configuration Manager SDK
- ✦ Install and configuration of Configuration Manager 2012 in lab environment
- ✦ Microsoft Community Evaluation Program member for Configuration Manager 2012

✦ **Design, engineer and implement Windows 7 / Server 2008 builds -**

- ✦ Implementation of MDOP – Desktop Error Monitoring (DEM) component
- ✦ Assist Windows desktop/server build engineers with OSD/MDT configurations for deployment to multiple locations and driver configurations
- ✦ Preparation and configuration of core Windows 7 build in readiness for imaging
- ✦ Design, engineering and configuration of AMT client (Intel vPro product set)
- ✦ High-level build design documentation for core Windows 7 / Server 2008 builds
- ✦ 3<sup>rd</sup> level support during global rollout of Windows 7
- ✦ Configuration of Network Policy Server (NPS) role

✦ **Development of Teleportal Website in ASP.NET 4.0 -**

- ✦ Configure website to connect to multiple CUCM clusters (required for global deployment of portal)
- ✦ Setup voicemail via the CUPI interface
- ✦ Utilise the Cisco AXL API

✦ **Runbook Automation Proof of Concept -**

- ✦ Installation, configuration and development of runbooks in HP Operations Orchestration, Microsoft System Center Opalis and ServiceNow
- ✦ Investigation of replicated LUN failover using HORCM
- ✦ ASP.NET WCF website developed to update CNAME using infoblox SDK.

Oct 2007 – Jul 2010

**Barclays Capital**

<http://www.barclayscapital.com/>

**Position**

Systems Engineer

**Department**

Platform & Packaging Automation Engineering

I was a team member of the Infrastructure Cloud Service project (Estate Management Portal) which was set up to offer self-service provisioning of managed virtual sessions with automated configuration (service mappings, application installations etc.), manageability (user-driven snapshots, reboots, decommission, security patching, breakglass etc.) and V2V and P2V on-boarding.

The portal also includes a “Self-Service Packaging” service where developers can create their own MSI packages based on strict AdminStudio or WiX templates. Packages can be automatically upgraded from previous versions, automatically validated against a custom CUB and published into SCCM for distribution.

I was responsible for workflow development using HP Operations Orchestration (Opware PAS), interoperability with vSphere, development of SCCM code, scripts and tasks, development of Self-Service Packaging APIs and 3<sup>rd</sup> line support of all related systems (vSphere 4, MOAB, SCCM)

Previously I was responsible for infrastructure development and engineering for the global SCCM 2007 environment (70,000+ clients)

I also provided implementation, design, configuration and 3<sup>rd</sup> line support of the SCCM infrastructure, including servers and databases (MSSQL 2005).

I utilise Microsoft Visual Studio for coding solutions in C# and Microsoft SQL Server Management.

**Key projects:** -

✦ **Infrastructure Design for IaaS Cloud Project -**

- ✦ Designed pooled, reservation and maintenance process workflows
- ✦ Hardware specification design for virtual infrastructure

✦ **Creation of workflows with HP Operations Orchestration (HPOO) for IaaS project -**

- ✦ Development of HPOO flows to manipulate Change Management data from HP Service Manager
- ✦ Development of HPOO flows to configure sessions prior to lease (install custom software, apply changes to local administrators groups, take VMWare snapshot to revert to when lease expired)
- ✦ Development of HPOO flows to roll-back configuration of sessions when lease expired (revert to snapshot, apply security patches, take new snapshot etc..)
- ✦ Development of HPOO flows to configure MS-SQL databases via Stratavia
- ✦ Continuous development and support of HPOO workflows

✦ **Self-Service packaging deployment -**

- ✦ Development of web services in ASP.NET for ‘inter-phase’ package workflow automation (creation, upgrade, validation, publish)
- ✦ Developed Workflows in HPOO to integrate those custom web services with Estate Management Portal

✦ **Microsoft SCCM environment**

- ✦ Scope, design, development, configuration, implementation & support of SCCM 2007 infrastructure
- ✦ Interoperability programming between SCCM and other systems

✦ **SCCM 2007 upgrade/rollout -**

- ✦ Scope, design, configuration & implementation of SCCM 2007 for 70,000+ clients
- ✦ Design of DMZ server configuration

✦ **SCCM utility development -**

- ✦ Coded application in C# to automatically generate IP address range site boundaries based on XML feed from networking team
- ✦ Coded application in C# to install SCCM client on locked-down servers based in DMZs

✦ **Configuration and deployment of Desired Configuration Monitoring -**

- ✦ Implemented DCM Configuration Packs
- ✦ Created bespoke Configuration Items and Baselines for Barclays Capital specific application servers

✦ **Custom SQL reports using both SCCM Reports and SQL Reporting Services (SSRS) -**

- ✦ Developed set of reports for security patch management, client health, DCM summaries, Task Sequence progress
- ✦ Creation of custom reports and charts as required

**Jun 2003 – Oct 2007**

**European Bank for Reconstruction & Development (EBRD)**

<http://www.ebrd.com/>

**Position**

Technical Support Specialist

**Department**

Technical Services Group

The Technical Services Group within EBRD consisted of 3<sup>rd</sup> level Microsoft desktop and server teams. I led a team of two support engineers focusing on Desktop OS, PC Management and Software Deployment.

**Key personal responsibilities:** -

✦ **EBRD PC Operating System environment -**

- ✦ Operating System design and management for both Windows 2000 and Windows XP
- ✦ Deployment processes for OS installation on desktops and laptops using SMS OSD/BDD
- ✦ OS security patch management, testing and deployment
- ✦ Administration and WMI scripting using KIX, VBScript

✦ **Application Packaging -**

- ✦ Application packaging to Microsoft Logo Compliancy standards using AdminStudio
- ✦ Application conflict management, patch management, testing and deployment
- ✦ Creation of transforms for vendor MSI and capture/repackaging for non-MSI / in-house applications

✦ **Microsoft SMS 2003 Environment -**

- ✦ Development, configuration, implementation & support of SMS 2003 infrastructure
- ✦ Administrative scripting where needed
- ✦ Database management, optimisation and support

**Key projects:** -

✦ **Packaging of core business applications -**

- ✦ Packaging core business applications to Windows Installer specifications for 'locked-down' environments
- ✦ Created custom Merge Modules for common distributable files
- ✦ Ran extensive conflict management tests to ensure application compliancy

✦ **Desktop & Laptop Refresh & OS Upgrade -**

- ✦ Created new core Windows 2000 and Windows XP builds for unattended deployment
- ✦ Managed team of 6 contractors who were performing the upgrades
- ✦ Project managed from initial RFI through to project closure

✦ **Microsoft SMS 2003 Upgrade -**

- ✦ Managed the upgrade of 30 offices from SMS 2.0 to SMS 2003
- ✦ Investigated Microsoft's Operating System Deployment (OSD) Feature Pack

**Mar 2000 – Jun 2003**

**UBS Warburg**

**Position**

Senior Support Analyst

**Department**

Investment Banking IT

**Aug 1997 – Jan 2000**

**INVESCO Perpetual (formerly – LGT Asset Management)**

**Position**

Senior Support Analyst

**Department**

Investment Services

**Mar 1996 – Aug 1997**

**Info'Products UK Plc (Now – Compel Plc)**

**Position**

Team Leader, PC Desktop Support

**Department**

Legal & General

**Oct 1995 – Mar 1996**

**Compovac Personnel Services Ltd.**

**Position**

Recruitment Consultant

**Jun 1994 – Oct 1995**

**FiloFax Ltd.**

**Position**

Network Systems Administrator

**Jul 1991 – Jun 1994**

**Midland Bank Plc**

**Position**

Systems Administrator