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Intro

Creative and resourceful IT engineer with over 14 years of desktop and server experience, both physical and virtual, and 5 years of networking experience. Competent with installation and maintenance of Cisco wired and wireless networks. I have worked in the public and charity sectors and have gained various skills and expertise in financial companies and youth organisations and look to further develop my career.

Key Skills

- Cisco Switching & Wireless (Catalyst 9K, SD-WAN Viptela)
- Palo Alto Firewalls (HA, GlobalProtect, Migrations)
- Juniper Routing & Switching (BGP, Border Routers)
- Windows Server 2016/19/22, Windows 10/11
- Active Directory, DHCP, DNS, GPO
- Cisco ISE (802.1X Wired & Wireless)
- SCCM/MECM (OS Deployment, PXE)
- WatchGuard & Fortinet Firewalls
- Fibre Splicing & Termination
- VMware vSphere & vSAN
- Microsoft 365, Azure AD, AWS (EC2, S3)
- Jamf Pro & macOS Support
- HP 3PAR, SAN/NAS (iSCSI, Fibre Channel)
- Server & Data Centre Infrastructure
- Zoom/Teams Rooms, AV-over-IP Solutions
- SQL Server, Jira, Confluence, Dynamics 365
- Live Video Systems, SDI/NDI, AV Production
- Strong Problem-Solving Ability
- Excellent Technical Documentation
- Effective Communication Across All Levels
- Stakeholder & Vendor Management
- Project Planning & Delivery
- Time Management & Prioritisation
- Budgeting & Forecasting for Infrastructure
- Hands-on Approach to Complex Challenges
- AV Event & Broadcast Production Leadership
- Team Collaboration & Mentoring

Work history

SCSK Europe Ltd, Oct 2020 – Present – Infrastructure Engineer

Responsible for leading the design, deployment, and support of core infrastructure projects across EMEA, including Palo Alto firewall replacements, Cisco ISE and WLC rollouts, and Hyper-V environments. Key engineer for the deployment of a new Cisco SD-WAN solution across 30+ sites, coordinating international migrations and on-site activities to replace legacy SilverPeak systems. Also oversaw data center upgrades, physical security enhancements, and network transitions during major office refurbishments.

Discovery, Inc., September 2019 – September 2020 – Network Engineer

Working as part of the European network platform team. Supporting both cooperate and broadcast networks. Configuration and management of multiple Juniper switches and routers. Commissioned new studio connectivity in bath onto the Discovery WAN, on MPLS. Establishing BGP peering between the site and Colo's in London and Paris. Commissioned distribution switches for multicast encoder traffic.

Net Resolve, April 2019 – September 2019 – Network Engineer

London based project Support Company, specializing in Citrix, Azure and remote solutions. I have been working on several small projects involving 2FA for Citrix, Utilizing Azure's storage for offsite replication from Veeam and supporting a mass AV roll out for the HCT group. While working on projects, accurate and understandable documentation has been crucial.

As a project support company, a lot of the work is then handed back to the customer and so must be documented in a way that allows them to take ownership upon completion.

We Are Penelope, Jan 2019- April 2019 – Systems Engineer

London Based MSP Supporting several Charities in shared offices. During my time at We Are Penelope I designed and installed a new network for MHFA. This included the configuration and installation of 5 network switches, a Cisco ASA Firewall, 8 Ubiquity Wireless access points and over 50 Avaya handsets. I also spent a lot of time working with CAN Mezzanine, Shared office spaces for the charity sector. As a charity, implementing stable and reliable solutions on small budgets was key.

The Scout Association, 2016-2018 – Senior Systems Engineer

Responsible for maintaining and delivering the backbone of the organisation's IT infrastructure, including over 200 Cisco IOS devices and three Hyper-V clusters. Collaborated with the digital team to support the delivery of the digital strategy, deploying and maintaining physical and virtual servers both on-premises and in cloud environments (Azure and AWS). Led the deployment of a new hypervisor cluster for the organisation's retail outlet and implemented cloud-based disaster recovery solutions using AWS, Azure, and Veeam.

Provided support for collaboration tools such as Office 365, Atlassian (Jira, Bitbucket), and Skype for Business, and coordinated enterprise web broadcasts across the UK. Worked closely with suppliers to deliver fit-for-purpose solutions and supported staff at all levels. Successfully overhauled network infrastructure at two national centres and the retail outlet. Developed new skills in fibre splicing, terminating over 200 connections, while progressing towards ICND1 & ICND2 certifications.

The Scout Association, 2014-2016 – Senior Service Desk Analyst

Senior analyst for the Service desk. Working to support all users of the organisation with various technologies. Support of onsite and remote staff. Day to day tasks included network health checks, Creating and deploying application packages and operating systems, supporting conferencing equipment. Traveling to national centres to provide onsite support. During my time on the service desk, I built an asset management tool based on PHP & MySQL. Mobile device management and support.

Personal Interests

Outside of work, I volunteer with The Scout Association, where I also manage the group's IT infrastructure, including network, Wi-Fi, and the Office 365 tenant. I have a strong passion for music and regularly set up and operate large PA systems and recording equipment for live events. My interest in technology often draws me to the behind-the-scenes aspects of gigs and theatre shows more than the performances themselves. I also enjoy combining my hobbies and have been involved in setting up and running several internet radio stations, as well as exploring live video broadcasting alongside my professional work.

Hobbies

Computer Construction & Maintenance
Software Development
Web Design

Networking Installation

Live Video production using Blackmagic equipment

Theatre, Studio & DJ Sound & Recording systems

Vehicle Maintenance

Rock Climbing

Photography

Video Editing

Gardening

Education & Qualifications

2002-2007 Warwick School

GCSE English Maths & Science A-D

Grades

GCSE ICT A Grade

GCSE Electronics A* Grade

GCSE Engineering C Grade

2007-2009 City of Westminster College

City and Guilds 7503 Sound

Engineering Level 2

2009 Cerco Training Limited

Cerco Certificate in Systems & Networking (CCSN)

Additional Information

Available for international Travel.