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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

- Confident with Cisco switching and wireless technologies.
- Good working knowledge of Juniper and JunOS.
- Strong experience with Windows desktop and server operating systems
- Very comfortable with Active Directory, DHCP, DNS, Group Policy, File and print services.
- Good knowledge of SCCM and PXEbased deployments.
- Good practical knowledge of WatchGuard Firewall Technologies.
- Confident in fibre splicing & termination
- Good understanding of Microsoft Exchange 2003 – 2016.
- Strong Knowledge of Hyper-V & Failover Clustering.
- Strong Communication skills with all levels of staff.
- Experience deploying and supporting a number of technologies including Atlassian, Jira, Confluence, Microsoft SQL, Direct Access, Sun Systems
- Good day to day Mac support, Including Jamf
- Good working knowledge of HP 3Par storage systems
- ISCI , SAN and NAS
- Comfortable with installation and maintenance of Physical servers and storage arrays.
- Installation and support of Polycomm based Skype for Business Video conferencing systems
- Good working knowledge of Office 365, Azure, AWS, SharePoint Online
- Basic knowledge of Dynamics 365
- Excellent skills in managing and operating large scale AV broadcasts and Webinars
- Good practical problem solving skills
- Very good hands on with tools.
- Good Documentation skills.
- Good Time management.
- Experience with Departmental Budgets and forecasting.
- Knowledge of Live Video systems, Media switches, remote camera feeds, SDI encoders.
- Experience in Video editing and video production.

Work history

Discovery, Inc. , September 2019-Present – 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.

NetResolve, April 2019 – September 2019 – Network Engineer

London based project Support Company, specializing in Citrix, Azure and remote solutions. I have been working on a number of 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 competition.

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

London Based MSP Supporting a number of 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

Maintaining and delivering the back bone of the associations IT systems. Maintaining over 200 cisco IOS devices, along with 3 Hyper-V clusters of virtual machines. Working alongside the digital team to ensure requirements are deployed to achieve the planned digital strategy. Ensuring hardware is maintained and serviced where needed. Deploying and configuring replacement servers both physical and virtual, both on premise and in Azure as well as AWS and recently deployed a replacement hyper visor cluster for the organisations retail outlet. Working with cloud providers to ensure that on premises systems can be replicated to the cloud for Disaster Recovery, using Amazon Web Services, Azure and Veeame. Providing and supporting collaboration tools such as Office 365, Atlassian, Jira, Bitbucket and Skype for Business. Working with the organisations communications teams to arrange and deliver web broadcasts from various locations around the UK using enterprise broadcast solutions. Working with suppliers to ensure that the right product is implemented and the end users have the tools to work effectively. Increasing my skill set by working towards ICND1 & 2. Have recently learned to splice fibre and have successfully terminated over 200 connections. Completed a network overhaul at 2 national centres and the retail outlet. I have built a strong working relationship with all levels of staff, which allows me to confidently inform and advise any member of the organisation.

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.

Fujitsu Siemens, 2010-2014 (Financial Services Authority Account) Deskside Support Engineer

User support role providing hardware replacement, software support, VPN, AD, MS Office, Exchange, XP, Windows 7, Oracle, Symantec, CA and UNIX. All incidents logged on call logging system. Further use of Customer relation & technical experience's. Building & deploying laptops, Active directory management, remote software deployment, Registry and group policy editing, profile migrations & Outlook Mailbox Migration's. Software used included Netrunna deployment software and CA Unicenter Desktop and Server Management. Supporting the Analytics and Risk Technology, a totally Virtual environment, Virtual Desktops, Virtual Servers & Virtual Databases. Tracking software installations and versions, Licence entitlement management, Software Library Management, scripted installations & manual installations.

Personal Interests

I have been involved with The Scout Association as a volunteer for a number of years, this is where a lot of my time has been dedicated. I also still enjoy my passion for music and often setup and operate large PA systems along with recording hardware to record various events. More often than not if I go to a music gig, or a theatre show I find myself looking into the technology more than the show itself. I also enjoy mixing my hobbies and have been involved in the setup and operation of a number of internet based radio stations. I have also started working with live video broadcasts as a hobby to co-inside with my latest role.

Hobbies

Computer Construction & Maintenance	Theatre, Studio & DJ Sound & Recording systems
Software Development	Vehicle Maintenance
Web Design (PHP, MySQL, WordPress, HTML Java- Script)	Rock Climbing
Networking Installation	Photography
Live Video production using Blackmagic euqipment	Video Editing

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

Clean Driving Licence

References Available upon Request