



## ICS DreamTeam Member No 2159 CV

### Profile:

- Experienced Senior Infrastructure Consultant with over 9 years commercial experience designing, deploying and integrating complex Windows Server solutions for clients including Microsoft and BT and covering many industry sectors. All-round and in depth experience of Windows Server, Virtualization, Deployment, High-availability, Hardware and SAN storage. Delivery focused self-starter and team lead possessing strong design and communication skills. Now looking for new challenges that demand a deep understanding of system design, integration and release process.
- Security Clearance: Last cleared in 2003 with EDS/Rolls-Royce
- Received several awards from Microsoft for project delivery.
- Written several industry articles published in Server Management magazine (formerly ESM).

### Key Achievements:

- Led a successful cut-over of the 'BT Vision' IPTV service between two complex 150 server environments. Used a strategic, well documented and thoroughly tested process. This time critical project ensured BT were moved overnight to a more scalable architecture (Mediaroom SP2) urgently needed to continue accepting subscriptions for Football season in 2007 and Video-on-Demand services.
- Developed an automated server deployment framework for BT Vision's 150+ server IPTV infrastructure. Fully automated OS image deployment, application installation and configuration. BT has continued to benefit from this today growing their existing environment to around 500 servers and provisioning over 20 test environments some of which are offshore to lower development costs.
- Virtualized production servers and 36 test environments onto a new architecture using Hyper-V, SCVMM and an iSCSI SAN. Protected critical virtual systems with Failover Clustering. Average consolidation ratio of virtual to physical servers exceeded 20:1 significantly decreasing power consumption, cooling and space requirements.
- Deployed a System Center VMM Self-Service web portal to provide development and test teams with VMs on demand. Created a range of VM templates to select from, enforced with quotas to restrict VM sprawl. This freed up Administrator time from creating and maintaining ad-hoc VM environments.
- Designed and deployed a full office infrastructure within 2 months for National Crime Squad's new Child Protection division (CEOP) using automated server and desktop deployment. Although timescales were tight the project was completed successfully on time and within budget.
- Accelerated deployment and minimised the impact of large distributed upgrades to BT Vision by redesigning the patch deployment process. The process seamlessly sequences control of hardware load balancing for web farms during patching, then 'spins-up' web services before returning them to service.

### Technical Skills Summary:

- Windows Infrastructure 2008 / 2003 / Vista / XP / 2000
- Application Infrastructure IIS / SQL / .NET / SOA / SOAP / SharePoint / Exchange



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- Core infrastructure AD / DNS / DHCP
- Virtualization Hyper-V / SCVMM / VS 2005 / P2V / VMware ESX
- High-Availability Failover Clustering / Load balancing
- SAN Storage Fiber / iSCSI / HDS / HP / Dell / EMC / Brocade / QLogic / Emulex / Veritas
- Automated Deployment Server / Desktop / ADS / APF / WDS / MDT
- Security and Policies ISA / PKI + Certificates / GPO / IPSEC
- Systems Management and Tools MOF / ITIL / MOM / SMS / Backups
- Networks (working knowledge) Cisco / IOS / CatOS / VLANs / dot1Q Trunks & Tagging

**Work Experience:**

From – To: March 2010 – July 2010

Role Title: Microsoft Mediaroom Consultant

Description: Fixed length contract with Microsoft for BT Vision (also see earlier contract for BT Vision).

- This time working on site at BT providing upgrade process design assurance for their BT Vision upgrade to Microsoft Mediaroom SP3.2.
- Zero downtime rolling upgrade of ~230 Mediaroom servers and ~35 databases in 8 separately contained blocks spread over 4 weeks. Completed on schedule and without incident.
- Upgrade process was aggressively tested and validated through functional test, system test, and scale test server environments before sign off for pre-production and production upgrades.

Customer: Microsoft (BT Vision), Ipswich and TVP - Reading

From – To: June 2009 – February 2010 (9 months – 2 extensions)

Role Title: Infrastructure Consultant

Description: Windows, .NET and SQL Infrastructure role. Design, change and release duties for 3rd party integration and SQL reporting interfaces for insurance underwriting platform (based on Xchanging GENIUS).

- Defined the HL infrastructure design for GENIUS Web Services, laying the foundations for integration with other systems across Europe. Highly available solution using ASP.NET, IIS 6, SSL, Hardware load balancing, VMware ESX and NetApp storage
- Implemented a 3rd party broker access solution for external access to the insurance underwriting platform. Used Citrix Access Gateway/AAC, IIS ASP.NET and AIA ITP for automated insurance document generation.
- Implemented the infrastructure for daily data extracts of license plates for vehicles currently on or off cover to be sent externally to MIBI (Motor Insurers Bureau of Ireland) for better visibility of uninsured drivers and to financially help those involved in accidents they have caused.
- Designed and implemented a data import mechanism for Banks, Brokers and Banking systems to insert Exchange rates data, and other 3rd party financial data into the core Genius system. Used MS PowerShell to automate the workflow and integration with AS/400 elements.

Skills Used: Windows Server 2003, SQL 2005 IS and RS, Xchanging GENIUS, AIA ITP (Intelligent Text Processing), Powershell, IIS 6, .NET, Altiris, Platespin PowerConvert, VMware ESX 3.5, Citrix Access Gateway

Customer: QBE Europe (Insurance), City of London

From – To: October 2008 – March 2009 (6 months)

Role Title: Server Virtualization Consultant

Description: Designed a highly-available Hyper-V solution to support critical production systems and 36 development and test environments. Snapshots and automation were used to accelerate test-cycles.

- Implemented a Self-Service portal and VM Template Library to allow developers and testers to self-provision virtual machines on demand.
- Deployed a Dell iSCSI SAN to support Windows Server 2008 Failover Clustering and Multipath IO.
- Deployed SCVMM 2008 for management of Hyper-V, Virtual Server 2005 and VMware platforms.
- Produced and presented the technical solution proposal, and documentation including high and low level designs, build, and test of the environment.

Customer: 1E LTD, London

From – To: April 2006 – September 2008

Role Title: Infrastructure Lead and Release Manager (2 promotions)

Description: Duties included: infrastructure team leader, environment manager and release manager roles. Reporting to project Delivery Manager.

- Led a team of 5 engineers, estimating work, releasing service packs and updates to BT, managing configuration and operation of 6 server environments. Included strategic scheduling of environments against multiple development workstreams.
- Successfully led a complex IPTV platform cut-over and data migration between two 150 server environments supporting 45,000 households. Needed soon after product launch to meet growing subscriber numbers, this migration ensured the commercial success of the BT Vision product.
- Built the 150 server production platform using a fully automated server build process using MS ADS+APF. Platform supports complex core MS Mediaroom IPTV, SOA Integration, and message broker architectures.
- Technologies deployed include: Windows Server 2003, Failover Clusters, SQL 2005, IIS/.NET, CSF, MOM 2005, and SMS 2003.
- Secured the environment with IPsec, Group Policy, and PKI / certificates.
- Extensive experience gained with the infrastructure for .NET Web services, adapters, and message brokers.

Customer: BT Vision, Microsoft, Reading

From – To: March 2006 – April 2006

Role Title: Infrastructure Consultant

Description: Designed and implemented a complete Windows Server and Desktop infrastructure suite for the new Child protection division at National Crime Squad in 6 weeks. This was made possible due to full use of automation for server and desktop deployment.

- Received two awards from Microsoft for this delivery.
- Deployed: Windows Server 2003 (with ADS), XP (with RIS), Clustered SQL 2005, LCS 2005/Communicator, SharePoint Portal 2003, MOM 2005/SMS 2003, MSCS, ISA 2004, and Virtual Server 2005.

Customer: CEOP, Microsoft, Reading

From – To: February 2005 – March 2006

Role Title: Infrastructure Lead

Description: Designed and deployed the infrastructures for the functional test, system test, and production environments for HMVs music digital download store. The infrastructure hosts a .NET storefront, and SOA / integration interfacing with IBM WebSphere.

- The production environment spans two datacenters providing high-availability and business continuity. Mirrored SQL 2005 was used to provide fast data recovery and to minimise maintenance windows.
- Engaged with HMV whose ecommerce development and operations teams were IBM + Java trained rather than .NET and Microsoft.

- Prepared HMV for production readiness by recruiting and training a new 3rd line support team.
- Deployed: Windows Server 2003, SQL 2005, .NET 2, ISA 2004 EE, WMS, WebSphere, MOM, IPSEC, and Group Policy.

Customer: HMV Digital, Microsoft, Reading

From – To: August 2004 – February 2005

Role Title: Infrastructure consultant

Description: Fully automated the previously slow, costly and error prone server build process for all data and application tier servers from bare-metal using MS ADS+APF.

- Reduced total provisioning time of standard servers to 30 mins, and 4 node SQL cluster builds from weeks to less than 5 hours.

Customer: NHS NEEM, Microsoft, Reading

From – To: 2001 - 2004

Role Title: Infrastructure Specialist

From – To: 2003 – 2004

Role Title: Exchange Engineer

Project: Rolls-Royce, Derbyshire

Description: Migrated 20,000 users from Exchange 5.5 to 2003.

- Designed and implemented a MOM 2000 to monitor the new Exchange 2003 and Windows Server 2003 solution.

From – To: 2001 – 2003

Role Title: Messaging Engineer

Project: Dept. Work and Pensions, Lancashire

Description: Migrated 40,000 mailboxes from Exchange 5.5 to 2000 using own developed MAPI migration tool.

- Designed a MOM 2000 solution to monitor the clustered Exchange 2000 solution.

Customer: EDS (Electronic Data Systems), UK

### Education:

Masters Degree - University of Nottingham: M.Sc. Physics (2:1)

4 A-levels, 8 GCSEs

### Certification:

Microsoft MCSE 2003 and ITIL Foundation certified

VMware vSphere 4 (training completed, VCP exam pending)