



ICS DreamTeam Member No 2200 CV

Profile:

He is a competent and versatile Information Technology professional specializing in virtualization technologies, educated to both degree level (honours) & MCSE 2000 with more than 8 years experience in the industry. Accustomed to working on his own initiative in a variety of disciplines including design, administration, scripting, project management & implementation and support to 3rd level. Excellent communication skills, great enthusiasm with a positive and cheerful approach, even under pressure make me a valued member of the team.

Work Experience:

From – To: April 2009 – Present

Job Title: Citrix Consultant

Description: Working primarily as a Citrix Consultant, he was tasked with reviewing Barclays Wealth's Citrix infrastructure and to document my findings along with proposals to improve the existing design in terms of High Availability, DR and performance. He then implemented these improvements and created a Support Document to pass on to the relevant support team. He also worked on a server consolidation project which involved assessing the current Wintel estate using Platespin Recon. Suitable candidates for virtualisation were then migrated using Platespin.

Skills used: Citrix XenApp 4.5 64-bit, VMWare ESX 3.5, clustering, Platespin, HTA and VBScript scripting

Customer: Barclays Wealth

From – To: August 2008 – March 2009

Description: Working as a Senior Technical Analyst for the Royal Bank of Scotland with the Citrix Projects Team. His role involved producing Citrix Project designs, implementing these in Test & Production environments and providing project documentation and handover to the Citrix Support Team.

- The main focus of his work was the ABN Amro Bank integration with RBS. He created a secure dedicated Citrix XenApp 4.5 Farm in the corporate DMZ to enable ABN Amro users to access their systems and services that had been migrated onto the RBS network as part of the ABN Chicago Datacenter exit. All applications and Citrix server builds had to be deployed via Altiris Deployment Center.
- He also delivered a 600 user Mainframe Development environment via 64-bit Citrix servers which made use of a Software Restriction Policy to further secure the environment.
- Windows 2003 Enterprise Server (32-bit & 64-bit)
- Citrix XenApp 4.5
- Altiris Deployment Center
- Group Policy Design
- Software Restriction Policies
- Vbscript
- Application Packaging

Customer: Royal Bank of Scotland

From – To: May 2007 – August 2008

Description: Working as a Virtualisation Specialist for Fidelity Investments, a global investment company, he was part of the London Investment Management Server Team. His team was responsible for providing the infrastructure for front-office investment professionals who demanded an exceptional service. He was charged with providing the company with an effective application delivery platform which led to me designing and implementing the Investment Management Citrix PS4 Farm and Softgrid infrastructure to deliver applications to both servers and desktops. He then migrated the Citrix farm to PS4.5 Platinum Edition where we utilized extra features such as Citrix EdgeSight, Password Manager and Smart Auditor.

- He also led the VDI Proof of Concept. This involved provisioning Virtual Desktops on VMWare ESX 3.5 infrastructure using Citrix Provisioning Server and Citrix XenDesktop as the connection broker.
- He was involved in numerous other projects such as Citrix CAG/Netscaler Remote Access Design and comparison with Juniper SSL VPN, WSUS Implementation, Upgrading ESX VI3 to VI3.5, HP Blade Server Design, Windows 2008 Server Evaluation and delivering bespoke investment infrastructures.
- Windows 2003 Enterprise Server
- Windows 2008 Server
- Citrix Presentation Server 4.0 & 4.5
- Citrix Netscaler / Access Gateway Enterprise Edition
- Citrix EdgeSight 4.5
- Citrix Password Manager
- Citrix Smart Auditor
- Citrix XenDesktop Server
- Citrix Provisioning Server
- Softgrid 4.0
- VMWare ESX VI 3.0 & 3.5
- Parallels Virtuozzo Containers
- HP SIM & OVO
- HP Blade
- SQL Server 2005 (including Mirroring)
- Microsoft Clustered Printing
- Quest ActiveRoles
- WSUS 3.0
- Credit Suisse HOLT
- Wilshire Axiom
- Bloomberg
- VBScript

Customer: Fidelity Investments London

From – To: June 2005 – May 2007

Description: Working as a Citrix Technical Specialist for the Royal Bank of Scotland, one of the world's largest retail banks, in 3rd Line Citrix Support and Citrix Projects. He was responsible for supporting, maintaining and improving one of the biggest Citrix implementations in Europe (most of which provides the platform for the bank's Group Mortgage System), comprising more than 500 servers with a user-base of 22,000.

- During his time at the Royal Bank of Scotland, he was involved in a multitude of projects and activities. He headed up the Citrix Presentation Server 4 Proof of Concept project in liaison with Vistorm Ltd where we

conducted farm design and capacity testing for PS4 over a number of different hardware platforms (including x64 base server architectures) and compared application delivery via Softgrid against traditional application deployment methods. He also implemented a new Terminal Services Licensing infrastructure within the bank and was heavily involved with the integration of the Churchill Insurance Terminal Server/Citrix estate.

- Windows 2000 Advanced Server & 2003 Enterprise Server
- Citrix Metaframe XP FR3 & PS4 Design, Installation, Configuration & Support
- Citrix NFuse, STA & Secure Gateway
- 2000/2003 Terminal Server Design, Installation, Configuration & Support
- Altiris Deployment Solution 6.5
- Softricity Softgrid v4
- Tivoli System Management
- SMS
- Legato Networker and Veritas NetBackup
- HP/Compaq Server Hardware & Remote Insight
- Active Directory and Group Policy Design & Implementation
- Capacity Planning

Customer: Royal Bank of Scotland

From – To: March 2004 – June 2005

Description: Working as a Senior Technical Specialist for Adventi Ltd in Edinburgh. He was the lead engineer in the Projects Team and involved in project management & implementation. The biggest of which was an in-place, multi-site, NT4/Exchange 5.5 migration to AD/Exchange 2003 using Replication Exec as part of a centralised backup solution for satellite offices. He was also responsible for ensuring the running of the IT networking processes in customer organisations - implementing, managing and troubleshooting new and existing IT network and system environments, and supporting a variety of hardware and software to 3rd line. He supported and provided technical expertise to other technical team members, liaised with Senior Management and was actively involved in streamlining internal processes (such as remote support).

- Windows 2000 Professional and Server
- Windows XP Professional
- Windows 2003 Server Installations and Configuration (Dell & HP) including AD & DNS design and implementation
- 2000/2003 Terminal Server Design, Installation and Configuration
- Full System Disaster Recoveries including Authoritative Restores
- NT4/2000 to 2003 In-Place and Domain Refresh Migrations
- Novell/GroupWise to Windows 2003/Exchange 2003 Migrations
- Advanced Exchange 5.5, 2000 and 2003 Support including Information Store recovery using tools such as Eseutil.
- Clustering (mainly NLB)
- SUS & SMS patch/application management
- Blackberry Enterprise Server Installation and Support
- Proxy Server 2, ISA Server 2000 & 2004
- IIS 4, 5 & 6
- SAN / NAS Configuration
- SonicWall, Vigor, Cisco 2600 and Watchguard Routers, including Site-to-Site VPN Configurations
- Sophos, Symantec, Nod32 and McAfee Antivirus Solution Rollouts
- BackupExec 8.5, 9.1 & 10, Arcserve and Retrospect Backup Solutions
- Citrix Metaframe Xp

- SQL Server 2000
- Macintosh integration with Windows Domain
- Junior Staff Coaching

Customer: Adventi Scotsys Ltd

From – To: December 2003 – March 2004

Description: Working as a 3rd line Network Support Engineer for Research Machines. Research Machines are the leading supplier of software, services and systems to UK education. Working within the CC3 team, he provided technical support to a wide variety of customers ranging from complete novices to dual MCSE network administrators. CC3 networks consist of Windows 2000 servers and XP clients with CC3 software installed to provide a consistent, managed desktop to users and a simple interface to Active Directory. In this role, he not only provided support for all Windows network environment issues but also for Research Machines CC3 software which makes use of Active Directory, Group Policy Objects and IIS.

- Windows 2000/2003 Server
- Windows XP Professional
- Active Directory Design, implementation and troubleshooting using tools such as ntdsutil.
- Group Policy Object Creation, support and troubleshooting using tools such as RSOP and gpresult.
- MSI Package Creation and Scripting
- NetOP Remote Support
- SMS 2
- Internet Information Services (IIS)

Customer: Research Machines

From – To: July 2003 – December 2003

Description: Working as a Technical Consultant for Maclellan Consulting. Providing consultancy and support up to 3rd level for a client base of around 45 companies. His work was divided into 4 streams: site visits giving consultancy to the customer and analysing their current network infrastructure and systems; remote support to existing clients via a VPN connection in combination with VNC, Terminal Services or Remote Desktop; providing on-site support when remote support is unsuitable; and, planning and implementing IT renovations/projects such as network upgrades, rollouts and server builds.

- Server Builds (NT4, 2000, 2003)
- Windows 2000/XP Rollouts
- NT4 to 2000 Domain Upgrades
- Microsoft ISA Server 2000
- POP3 Migrations
- Exchange 2000/5.5
- Symantec Antivirus Enterprise Edition
- H.323 Videoconferencing

Customer: Maclellan Consulting

From – To: August 2002 – July 2003

Description: Working on a Client site for Consilium-UK, he was tasked with running the IT department. Managing a 150+ user Windows 2000 network, his daily duties included backing up the servers, providing user support to staff on 3 different sites, Active Directory maintenance, maintaining internet access, ensuring the healthy operation of Microsoft Exchange 2000 e-mail services and general

network analysis. It was also his duty to liaise with directors/senior staff on improving and taking forward their existing IT infrastructure.

- Windows 95/NT/2000/XP
- Microsoft Exchange Server 2000
- Citrix XP Metaframe
- AS/400 Server
- Server maintenance
- Server builds
- Workstation builds
- Sonicwall Firewall
- Sophos Anti-virus implementation and support
- Backup Exec 9.0

Customer: Consilium-UK

From – To: June 2002 – August 2002

Description: Working for Microtech he was tasked with upgrading EPOS systems in Homebase stores across the Lothian region. Whilst installation featured heavily in his duties he was also required to link systems to the mainframe and configuring the main server. He also upgraded desktops within the Operations Department's to Windows 2000 and providing ongoing support.

Customer: Microtech

From – To: May 2002 – June 2002

Description: Working for PC Service Call/Mastercare on the Scottish Executive project rolling out 3000 Compaq PCs to deprived and derelict areas with Win2000 and XP.

Customer: Mastercare

From – To: December 2001 – April 2002

Description: Working for BT Syntegra on the Edinburgh District council windows 2000 rollout

Customer: BT Syntegra

From – To: June 2001 – September 2001 / June 2000 – September 2000

Description: Working for Standard Life as a Trainer in charge of training new staff in Standards Life's computer programs and processes

Customer: Standard Life Investments

Education:

January 2001 Graduated from Glasgow University with combined honours degree in Computing Science and Management Studies

November 2002

CompTIA Network +

July 2003

MCSE 2000

Windows 2000 Professional

Windows 2000 Server

Managing a Windows 2000 Network Environment

Network Infrastructure

Implementing and Administering a Windows 2000 Directory Services Infrastructure

Installing, Configuring, and Administering Exchange 2000 Server

Designing a Windows 2000 Directory Services Infrastructure