



ICS DreamTeam Member No 2285 CV

Profile:

- He has 18 years of IT experience and in the last twelve years specialised in Microsoft Exchange messaging and collaboration applications, Active Directory, VMware/Hyper-V Virtualization, Windows Infrastructure designs, Implementation and migrations.
- He has worked for various national and International companies including government and defence organizations on large IT transformation programs, migrations and service operations, which has also exposed him to ITIL processes for service strategy, service design, service transition, service operation and continual improvements
- His objective is to find a messaging Infrastructure design and Implementation role that will challenge him, provide him with the opportunity to use the skills, experience and knowledge that he currently possesses to contribute to a successful team but also to share his expertise. He has specifically decided to work on a career in messaging infrastructures, including mobile messaging, email archiving, instant messaging, email hygiene applications and have ensured that his course based training is also backed up with practical "on the job" and relevant experience. He copes well under pressure and meets strict deadlines; he works well in a team but can be left to his own devices to get the job done. He feels proud of the work he has achieved at organisations he has worked for and always delivered. He is now looking for a new challenge.

Technical Skills Summary:

- MS Exchange 5.5/2000/2003/2007/2010
- MS OCS 2007 and MS OCS 2007 R2
- Quest Migration Tools
- Blackberry version 4.x
- Exchange Mobile Messaging (ActiveSync)
- Active Directory 2000/2003, GPO Configuration, DNS, WINS, and DHCP
- Symantec KVS Email Archiving versions 5 and 6.
- Server Virtualization using VMware 3i and Microsoft Windows 2008 Hyper-V Server
- Windows 2000-2008
- X.400 Military Message Handling Systems, i.e. Products from Nexor, Isode and Boldon James.
- Email Content checking applications from Clearswift, MailMarshal, Postini and Messaglabs.
- McAfee, Group shield, Trend Micro and Symantec File and Exchange AV products.
- Forefront Security for Exchange
- Server build, server lockdown and application security.
- Firewall Designs and Troubleshooting.
- EMC, HP Enterprise SAN, Disk Arrays (HP512, HP MSA1000, EMC CX300 SANs) including administration and Implementation of fibre channel fabrics switches and LUN designs.
- Microsoft Clustering Solutions for Exchange, SQL, F&P Servers, including server design using HP, Dell and IBM range of server's hardware to Datacenter standards.
- VERITAS Netbackup Datacenter version and Legato.
- Load balancing, Data Protection, SAN Volume Replication and DR solutions.
- LAN, WAN, Firewall troubleshooting.

Work Experience:

From – To: September 2009 - May 2010

Role Title: Messaging Consultant (Contract)

Description: Member of global messaging & collaboration team that provides messaging and collaboration services for 75000 user-base Exchange 2007, Domino 6.5, OCS 2007R2, Facetime IMAuditor, Enterpris Vault 8.0 email archiving and Blackberry 4.1 applications and Infrastructure as well as engineering and project support.

- He was recruited by Deutsche Bank to provide additional support to the Exchange and Collaboration engineering team as the primary Exchange 2007 and OCS 2007 engineer during migration from Lotus Domino to Exchange 2007 and Implementation of Office Communication Server 2007 Infrastructure.
- His activities included design, Implementation and support of new dual site Exchange 2007, Domino-Exchange co-existence software and OCS 2007 R2 Infrastructure, spanning 3 continents and provided ongoing support for the above named applications, Including support issues during Exchange and Domino coexistence.
- He worked with the Deutsche Bank engineering team to design and Implement the 3000 mailbox Exchange 2007 and OCS 2007 solution detailed below,
 - Designed and built Windows 2008/Exchange 2007 SP1 CAS and HTS servers.
 - Designed and built Windows 2008/Exchange 2007 SP1 SAN attached Mailbox CCR GeoClusters.
 - Installed and configured Forefront Security for Exchange on HTS and Mailbox clusters.
 - Setup MS Transporter for Exchange-Domino Directory Synchronization and Free/Bus Interoperability.
 - Setup Binary Tree CMT for Calendar co-existence.
 - Setup and Implemented "Quest Migrator for Exchange" servers for mailbox migrations.
- Implemented 75000 user base OCS 2007 R2 global Infrastructure for UK, EMEA, APAC and the Americas regions.
 - Load balanced OCS 2007 consolidated Front-end server pools including backend SQL database servers, OCS Director servers, OCS Mediation servers for Enterprise voice support, Communicator Access servers to support IM on Blackberry devices.
 - Deployed Office Communicator 2007 R2 to desktops with AD group policies configuration for Office Communicator setting and OCS settings for Enterprise voice policies.
- Hardware consisted of a range of HP Proliant servers and HP EVA 6400 Storage Array.
- Along with project related tasks mentioned above he was also Involved with providing 3rd line support for messaging and collaboration platform Including breakfix calls logged through Symphony helpdesk ticketing system, application and server patching and user queries.
- He was also involved in setting up procedures for backup, monitoring and disaster recovery, training, mentoring Domino administrators in skills transfer to Exchange and producing design and operational support documents.

Customer: Deutsche Bank

From – To: August 2008 - September 2009
Role Title: Messaging Consultant (Contract)
Description: Member of HP Technical Services email migration team, working for FCO Firecrest program to migrate single Exchange 5.5 organization with 400 Exchange sites across three security tiers to two security tier with two active directory forest and Exchange 2007 organizations with total mailbox migration count in excess of 40000.
His responsibilities along with other members of the email migration team included:

- Implementation of Quest Exchange Migration Wizard for directory synchronization, mailbox migration and co-existence.
- Exchange 2007 logical and physical design across dual security tiers.
- Exchange 2007 server design and build, including Exchange 2007 CAS, HTS, MB, CCR and SCR servers.
- Exchange Mailbox Servers on Windows Clusters.
- Implement Forefront Security for Exchange and Symantec Endpoint Protection on Exchange servers.
- Liaise with IT Security team to provide guidance on firewall and Symantec between various servers and applications in the messaging infrastructure.
- Designed and Implemented MailMarshall email filtering gateways.
- Design and Implementation of new Blackberry service.
- Design and build pre-production environment around VMWare 3i, HP Proliant servers and HP XP1200 SAN.
- Documentation, including high level and low level designs, build, configuration and processes documents.
- Training operation team on processes for ongoing scheduled mailbox migration across 400 Exchange sites.
- Provide assistance and support during UAT testing.
- Work with software suppliers during application Integration

Customer: HP/Foreign and Commonwealth Office

From – To: November 2007 - August 2008
Role Title: Messaging Consultant (Contract)
Description: Member of messaging project team to design, develop and Implement with costing of high grade messaging solution for the MoD Future Defence Information Infrastructure (DIIF) program, this project was initiated to provide a development and proof of concept environment for acceptance by the MoD. The goal of the high grade messaging (HGM) solution was to determine a secure HGM, Interoperability, Information Exchange Business Processes and Technology solution that meets key user requirements (KURs) for HGM, is innovative, affordable and provides an optimum core solution for the future that fully supports the specific military functionality as defined by NATO and the CCEB, as well as providing support for both the early (ACP127/8) telex-based military messaging systems and the later (X.400 ACP123/Stanag4406) standards.
Exchange 2007 X.400 bridgehead connectors for Interoperability, Safemail, Fire&Forget from Boldon James, EDS ACP145 gateway, CommPower TREX products were implemented and tested in providing the following specific MMHS attributes of HGM

- Precedence
- Security Label
- SIC
- Handling Instructions
- Message Instructions
- Message Type

- Draft/Release
- Recipient handling based on roles, alternative recipients and authorization
- Alerts based on primary precedence, security classification and message classification
- Cross-domain interoperability
- Seamless integration of email and critical messaging capabilities
- Guaranteed delivery and action of critical traffic
- Non-repudiation of origin and receipt
- Industry-standard interfaces for enhanced usability
- Full integration with Microsoft Exchange 2007
- Secure High Grade Interoperability between CCEB Nations, ACP 127, NSTN systems.

HGM demonstrator Infrastructure was built using round 10 physical servers and 50 virtual servers using VMware I3 and EMC SAN with Exchange 2003/2007, MOSS2007, AD, ADAM, MIIS directory, OCS and X.400 gateways and various military messaging products from Boldon James and CommPower for message tracking.

His primary role in the project in the project was to contribute to HGM design, costing and Implementation of the HGM demonstrator infrastructure, including Exchange 2007 X.400, NSTN, ACP127 connectors, ACP145 gateway, Boldon James SafeMail, Fire and Forget, CommPower message profiling HGM messaging applications.

Liaise with software suppliers and work with MoD staff with HGM demonstration and user acceptance tests Produce high/low level design, build and configuration documents.

Other technology he was heavily involved with was PKI for email encryption and signing, ADAM and ISODE X.500 directories and MS SharePoint server.

Customer: EDS/MoD

From – To: June 2007 - November 2007

Role Title: Messaging Analyst (Permanent)

Description: Working in the messaging team of leading international law firm responsible for messaging Infrastructure Support and developing and maintaining a global messaging environment consisting of over 150 servers running Exchange 2003, Blackberry 4.1, LCS2005 and Clearswift MIMSwepers with particular focus on SAN attached clustered Exchange 2003 server designs and disaster recovery Implementation.

Duties included 40 percent 3rd line support and 60 percent project working including messaging infrastructure upgrades, healthcheck of current messaging platform and recommending improvement, Blackberry and MimeSweeper upgrades. Planning server consolidation and transitioning to Exchange 2007.

He was involved in the following messaging projects listed below,

- Blackberry server upgrade from 4.0 to 4.1.2 consisting of 6 BES servers and 3000 user account with facility for DR recovery.
- Investigating virtualization of Blackberry servers.
- Documenting Exchange server builds with emphasis on Exchange mailbox cluster design.
- Global DR recovery for Exchange using HP OVSM (HP's version of Double Take)
- Regional Exchange and Blackberry server consolidation.
- Deployment of messaging systems in the development network, mostly utilising server virtualisation.

Customer: Allen and Overy – Global Law Firm

From – To: November 2006 - June 2007
Role Title: Messaging Analyst (Permanent)
Description: Working for the Infrastructure team, supporting the Rothschild Group messaging systems consisting of global Exchange 2003, Blackberry, MimeSweeper and Symantec KVS system, main responsibilities include day to day support, monitoring, maintenance of messaging infrastructure and messaging related project work detailed below:-

- Blackberry Server upgrade from 4.0 to 4.1.2
- Exchange DR and cross site resilience (Stretched Clusters)
- MimeSweeper V4.3 upgrade to 5.2.
- Avaya Unified Messaging Server
- KVS Upgrade from version 5 to version 6 and Implemented Journaling and File archiving.
- SAN and Backup Migration to Hitachi Data System SAN Solution, including use of Virtual Tape Libraries for disk to disk and point in time backups for Exchange and SQL databases.

Key projects have included Implementation of Clearswift MimeSweeper 5.2, new Exchange mailbox clusters, EMC SAN migration to HDS system and Blackberry server upgrades.

Customer: NM Rothschild and Sons Ltd – Investment Bank

From – To: March 2003 - August 2006
Role Title: Technical Design Architect (Permanent)
Description: Lead TDA and high level support engineer, working for the Service Implementation team, responsible for design, Implementation and support of numerous Windows Server, Active Directory and Exchange messaging Infrastructures for external clients who have their back office systems hosted and managed by COLT.

Key Projects Included:-

- Upgraded 4000 mailbox Exchange 2000 messaging infrastructure to Exchange 2003 for tier1 customer, including Implementation of MimeSweeper 5.2, Exchange Front End Servers, Implementation of 5 node Exchange Cluster connected to EMC SAN shared storage, Installation of new Symantec KVS version 6 for email archiving and upgrading Blackberry server from version 3.6 to version 4.
- Designed and deployed LCS 2005 for two tier 1 customers, this was to replace Exchange 2000 IM component during upgrade to Exchange 2003.
- Design and Implementation of Web farms, SQL Clusters and Citrix based application Infrastructures.
- Re-designed and upgraded 400 remote site Active Directory 2000 to 2003 to new hardware and to hub and spoke replication topology with connections to hub site via vpn from each remote office, restructured OU design and group policies.
- Performed numerous Exchange 5.5 upgrades to Exchange 2000 and Exchange 2000 to 2003 for smaller clients.
- Disaster
- Provided high level support (including out of hours support) and carried out remedial work for numerous Exchange Messaging Infrastructures (100-10,000 mailbox) including Blackberry, MimeSweeper and KVS systems belonging to various external clients, including COLT hosted Exchange platform.
- Implemented BMC monitoring on Exchange and Active Directory.
- Production of proposals, design and handover documentation relating to new projects.

Customer: COLT Telecommunications

From – To: August 2002 - March 2003
Role Title: X.500 Directory and Exchange Systems Engineer (Permanent)
Description: Employed by Xchanging Insurance service as an X.500 and Messaging specialist.

- Xchanging are BPO, providing BackOffice and application services to the London Insurance market, this includes web based directory service using address synchronisation between customers email system to a central X.500 directory, web portals and single sign-on based around a central directory.
- His responsibilities were Implementation and administration of X.500, AD, Exchange 2000, Meta Directory connectors, web portals on Windows and UNIX platform.

Customer: Xchanging Insurance Services

From – To: August 2000 - July 2002
Role Title: Unified Messaging Consultant (Permanent)
Description: Employed by e-go messaging Ltd (a new start-up company), who wanted to provide a Unified Messaging Service for SMEs, goal was to provide fax, voicemail and e-mail in a single inbox accessed through landlines, mobiles, web browser or PC Internet e-mail clients, wherever the recipient is located. Technology that comprised the UM platform consisted of Comverse fax/voicemail system, Cisco VOIP gateways, X.500 directory, Internet Mail Servers, Calendaring servers, IBM Web sphere portal server and provisioning system.

He was part of a four man team responsible for the design, Implementation, development of core messaging and applications and Integration with Comverse Fax/Voicemail system to provide unified Inbox.

He was primarily responsible for development and Implementation of eSweeper, Critical Path's Internet messaging, Critical Path's Calendaring, and Critical Path's Registered Mail Server products on Sun platform and Windows 2000 during the development phases of the Unified messaging product. Other projects included my involvement in setting a system for secure and auditable delivery of documents system to replace physical document transfer provided by courier firms between solicitors. This was a joint venture between e-go, BeTrusted and Critical Path involving the following technologies: - Entrust PKI product, X.500 directory and Critical Path Registered Mail server products

Customer: E-go messaging Ltd

From – To: January 2000 - August 2000
Role Title: MS Exchange Migration Consultant (Contract)
Description: Employed by Getronics for MS-Mail to MS Exchange 5.5 Migration Project at Abbey National.

- Part of a five man team to design, test, Implement and migration of 10000 MS Mail user mailboxes to MS Exchange 5.5 in a period of nine months.
- He was responsible for network evaluation and designing of MS Exchange 5.5 organisation across 15 physical sites. Compaq Server design and build of small, medium and large mailbox capacity servers. Implement backup and disaster recovery procedures. Unattended Installation of Outlook 2000 to 10000 Windows 98 desktops using MS Custom Installation Wizard and Novell logon scripts. Implemented and managed proof of concept lab. Training Getronics support staff on MS Exchange 5.5 administration Rollout of 21 Exchange servers at various locations in England and Scotland.

Customer: Getronics/Abbey National

From – To: June 1998 - January 2000
Role Title: Messaging Consultant (Permanent)
Description: He was employed as MS Exchange Messaging Consultant in Group Electronic Messaging department.

Main responsibilities included:-

- Designing and deploying Exchange Servers in new and existing sites.
- Migration projects, to plan, manage and migrate users from MS Mail/cc:Mail to MS Exchange 5.5
- Connectivity Projects, connection of Lotus Notes, cc: Mail, and MS Mail systems belonging to subsidiary companies to core MS Exchange system.
- 3rd line support for mail systems
- Produce Proposals, Design, Standards, and Handover documentation for all projects based work.
- Software and hardware evaluation, currently evaluating PKI products for integration with secure messaging (Encryption and Digital Signatures), WorldTalk MailSecure and Clustering.

Customer: NatWest Bank

From – To: September 1996 - June 1998
Role Title: Technical Analyst (Permanent)
Description: He was employed as a Senior Support Analyst. Based at CSC Technical Management Utility in Luton

- Primarily to provide telephone and face to face problem solving on Novell/NT and Desktop systems including MS Office apps and MS Mail/Exchange/Lotus Notes in Luton and various CSC client sites.
- He was also responsible for administration of NT and Novell servers, including managing user account, space management, backup/restores and upgrades.
- Secondment to Projects included, Deployment of CA Unicenter TNG for NT systems management project for Storehouse group, Deployment of MS Exchange 5.0 for Bhs head offices and stores and NT POS system rollout to Bhs stores.
- Achievements:
- Recently, he has worked in defence messaging for the MoD with very little experience of various messaging systems deployed by MoD and X.400 gateways but he was able to quickly come up to speed through my own efforts during my placement on the high grade messaging project for DIIF.
- He is currently involved in Exchange migration project at Foreign and Commonwealth Office, they are using Quest EMW tool to migrate from Exchange 5.5 to Exchange 2007, he had very little experience on Quest EMW but He setup a virtual lab at home and soon came up to speed before he started with HP on the FCO project, he is considered as the subject matter expert in the email migration team.
- Key customer engineer for Regus who's systems are hosted at COLT data centre and they have very high praise for me, as I have managed their Infrastructure with over 80 Servers and 400 remote sites.
- He was recently made a Team Leader for 12 MS engineers based around various location in north European data centres.
- He was put in charge of administering and managing the SAN infrastructure for eBusiness customers and I was able to quickly grasp the skills with very little training.
- He successfully completed Unified Messaging core applications and server rollout to Exodus co-hosting site.
- Successful completion of Exchange 5.5 rollout for Abbey National.

- Project managed in Large Scale MSMail to Exchange migration (over 3000 users).
- Automated deployment Outlook98 client on workstations.
- Installed and connected MS Exchange into new sites and configured connectivity to Exchange HUB site using various connector types.
- Designed, Deployed and configured CA Unicenter TNG 2.0 and 2.1 for NT, as part of Novell to NT4 migration for Storehouse group.
- Installed and upgraded NT 3.51 and 4.0 servers in multi domain environment
- Worked on the Bhs Stores NT Server rollout Project
- Set-up Procedures and recommendations for Server Backup and Disaster recovery at Bhs Luton and Marylebone HO sites. Also provided training on Arcserve to PC Services in Marylebone.
- Fixed many of the long outstanding application problems for Bhs users.
- Installed and maintained Netware 3.1x Servers (8 servers, 400 users).
- Installed and managed Token Ring W.A.N. using Routers and Synoptic Managed Active Hubs.
- Disaster Recovered 2 major servers for Bhs after total loss of data.
- He was called upon to carry out all major upgrade work on the servers for Bhs, Marylebone and Luton sites.
- Set-up course labs for Microsoft's and Computer Associates range of courses. This involved building NT4 servers, workstations, DHCP/WINS/DNS /IIS/RAS servers.

Customer: CSC

Certifications:

- MCSE 2003 certification with messaging
- MCTS Exchange 2007
- MCSA: Messaging 2003
- OCS 2007R2 MCP
- Cisco CCNA
- Solaris 8 System Admin
- Prince2 Project Management Foundation.
- Compaq ASE and ACT.
- HND in Computing and Electronics.