

## ICS DreamTeam Member No 2331 CV

### Profile:

Highly proficient Windows and Microsoft Consultant with 13 years' experience acquired in a series of demanding roles in the IT sector. Specialising in Active Directory, DNS, DHCP, Exchange, WSUS and System Center technologies, used in migration and upgrade projects and Disaster Recovery planning

### Work Experience:

From – To: September 2011 – October 2011

Role Title: Technical Architect

Description: Global supplier for IT consolidation for Rolls Royce

- Migration of 15 disparate domains into a single forest
- Active Directory NT3.51/NT4/2000/2003 to 2003/2008 design and migration
- Exchange 5.5/2003 to 2010 design and migration
- SCOM 2007 R2 monitoring infrastructure design and installation

Customer: Shiftpoint

From – To: June 2011

Role Title: Windows Consultant

Description: Start-up infrastructure design, installation and support

Customer: Sentinel

From – To: June 2011

Role Title: SCOM Architect

Description: Two day onsite contract

- Troubleshooting a multi-site SCOM 2007 installation

Customer: Christies

From – To: December 2010 – April 2011

Role Title: Technical Architect

Description: Due to the corporate merger of Bank of America and Merrill Lynch, a forest migration was planned

- Because of Swiss banking law, any and all who can access customer data must work within the Swiss border
- Active Directory 2003 to 2003/8 migration
- Exchange 2000 to 2003/10 migration
  - Two step migration, from 2000 to 2003, then from 2003 to 2010
- Complex permissions model required to comply with business requirements and national laws
- Scripts to identify dormant AD User and Computer accounts were written, and the results passed to various departments for action
- AD RMS (Sandbox for data protection)

Customer: Bank of America (Merrill Lynch)

From – To: November 2010

Role Title: Microsoft Consultant

Description: Security Assessment



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- After a change of management an assessment of network security and ICT procedure was commissioned
- Whilst the network was secure, the ICT department lacked any documentation on procedures, and required the creation of policy documents
- A 16 page report was created and delivered to both the Principals and ICT team
- Several policy documents were suggested and outlined, including:
  - Server Access and Elevated Accounts
  - IT Service Request
  - IT SLAs
  - Pupil Computer Access

Customer: MC&MA

From – To: September 2010 – October 2010

Role Title: Windows Consultant

Description: Decommission project

- 200 NT4 and Windows 2000 servers to investigate
- Some are no longer in use and can simply be turned off, others need the applications migrated
- Testing is needed for compatibility with Windows Server 2008 (preferred) or Windows Server 2003
- Project budget of £576,000

Group Policy Redesign and Administration

- Few settings are currently applied by GPO
- Design is based on server build documentation (currently all settings are applied by local policy)

Customer: CIS Financial Services

From – To: September 2010

Role Title: OCS Consultant

Description: Two Day installation project

- OCS 2007 installation
- Instant Messaging (internal)
- Communicator Web Access
- Presence
- Integration with Cisco Telephony
- Integration with Exchange 2003/2010, Outlook 2003/2007/2010

Customer: Standards for England

From – To: August 2010 – November 2010

Role Title: SCOM Consultant

Description: Discovery for scoping, re-installation and customisation of System Center Operations Manager

- The previous installation was not functioning correctly due to improper install
- Dozens of alerts were being generated as a result of all Management Packs being installed and left with the default settings
- Proposed new installation recommends separate Management Groups for each site, Single Node Clustered RMS with SQL on a separate cluster
- Successful reinstallation of SCOM Databases and SCOM Root Management Server
- Agents installed on first batch of servers
- Custom SQL Management Pack to be authored



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Customer: Bet365

From – To: July 2010 – October 2010

Role Title: SCOM Consultant

Description: Discovery for scoping, installation and customisation of System Center Operations Manager

- The previous installation was not functioning correctly due to improper install
- Dozens of alerts were being generated as a result of all Management Packs being installed and left with the default settings
- Successful reinstallation of SQL, SQL Reporting and SCOM Root Management Server
- Appropriate Management Packs installed
- Distributed Applications created
- Reports Authored
- Service Level Dashboard installed

Customer: Guide Dogs for the Blind Assoc.

From – To: July 2010

Role Title: Active Directory Consultant

Description: Client requested an AD health check after a server suffered from permissions issues

- 21 Recommendations were made including
  - Placement of FSMO roles
  - Setting of Global Catalog
  - GPO settings
  - Stale User, Computer and Group objects

Customer: Liverpool Women's Hospital

From – To: May 2010 – June 2010

Role Title: Enterprise Architect

Description: Project Management for Decommission of Data Centre

- Virtualisation of 40 servers, including SAN cloning and migration of data
- VMware ESX 3.5
- Lift and Shift of 10 servers
- Identification and Decommission of 20 servers

Customer: Cheshire Shared Services

From – To: February 2010 – May 2010

Role Title: Active Directory Consultant

Description: Administration of one forest (2 Domains) over 207 sites

- Transitioning from Sector/Site administration model to a Centralised administration model
- Management and Maintenance of Server Infrastructure
  - Active Directory
  - 1,050 on Windows Server 2003, 540 on Windows Server 2000, 120 on Windows Server 2008, 14 on NT4 Server
  - 11,400 on Windows XP, 940 on Windows 2000, 30 on Windows 7
- Group Policy Redesign and Administration
  - Sector/Site administrative model resulted in duplication of policies
- Removal of unused User and Computer accounts
  - Licensing fees charged on user count were reduced by £608,000 per year



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- 9,359 unused accounts charged at £65 p.a.
- Licensing fees charged on computer account were reduced by £236,000 per year
  - 3,634 unused accounts charged at £65 p.a.
- Patch and Update Management
  - WSUS 3.0
  - Altiris Server Management Suite 6.0
- Planning for deployment of System Center
  - Operations Manager
  - Configuration Manager
  - Virtual Machine Manager
  - Data Protection Manager
  - The client is entering an Enterprise Agreement with Microsoft, and are therefore looking to consolidate the management of the estate by using System Center to replace and/or augment their existing toolset, notably the Quest line

Customer: Current Client

From – To: August 2009 – October 2009

Role Title: Windows Consultant

Description: Administration of one forest over three sites

- Management and Maintenance of Server Infrastructure
  - Active Directory
  - Windows Server 2000, 2003
  - VMware ESX 3.5
  - SQL 2000, 2005, 2008
- Design, Planning and implementation of new replication strategy for domain controllers
- Management and Maintenance of Messaging Systems
  - Exchange 2003
- Group Policy Redesign and Administration
  - Current configuration was unnecessarily layered, resulting in duplication
  - Reconfiguration resulted in a noticeably quicker start time for machines and logons
- Patch and Update Management
  - WSUS 3.0
    - Had been implemented incorrectly, resulting in missed patches
    - Correct configuration resulted in more transparent reporting of updates and security holes
  - Shavlik Netchk
    - Used for patching and hardening servers in line with PCI DSS Compliancy
- Enterprise Antivirus Management
  - Trend Micro
- Database design and creation
  - HR required an Access database to cope with the influx of 200 temporary staff over Christmas
- Disaster Recovery
  - Design and Implementation of DR Call centre at the warehouse site
- Design and Testing of new Exchange system and pilot migration
  - Windows Server 2008
  - Hyper-V R2



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- Exchange 2010
  - The client's key interest in Exchange 2010 was in the Database Availability Groups (DAG) for Mailboxes
  - With e-mail being a key resource, they were looking to have a Disaster Recovery solution without the hassle and expense of a geographically distributed cluster, and one that would need minimal intervention when failover occurred
  - The ability to have one DAG in each of the three locations ensured that should their main site be flooded again, they would still be able to access their e-mail and process orders

Customer: M and M Direct

From – To: June 2009 – July 2009

Role Title: Windows Consultant

Description: Administration of 7 separate forests

- Business Systems management
- Backfilling for virtualization project (600 Servers P2V)
- Management and Maintenance of Server Infrastructure
  - Active Directory
  - Windows Server 2000, 2003
  - VMWare ESX 3.5
  - SQL 2005
  - MOSS 2007
  - OCS 2007
- Patch and Update Management
  - Altiris Server Management Suite 5.0

Customer: Reed Elsevier

From – To: December 2008 – March 2009

Role Title: Exchange Consultant

Description: Administration of 3 separate forests

- Management and Maintenance of Server Infrastructure
  - Active Directory
  - Windows Server 2000, 2003, Storage Server 2003
  - VMWare ESX 3.0
  - SQL 2000, 2005
- Planning of new replication strategy for one forest
- Planning and preparing for Virtualisation of 200 servers
  - VMWare ESX 3.5
  - Fibre-Channel SAN
- Creation of Offsite Disaster Recovery plan
- Planning for deployment of System Center
  - Operations Manager
  - Configuration Manager
  - Virtual Machine Manager
  - Data Protection Manager
- Design, Management and Maintenance of Messaging Systems
  - Exchange 2007



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- Network Load Balanced Hub Transport and Client Access
- Single Copy Cluster Mailboxes
- Conversion of Public folder system to Resource Mailboxes
- Symantec Enterprise Vault
- Mailsweeper
- 5000 Users
- Implementation of Patch and Update Management
  - WSUS
- Group Policy Administration
- SAN Administration
  - EMC
- 25000 Users across 3 forests
- Hardware platforms included Dell, HP, IBM, EMC

Customer: NHS (Kent)

From – To: August 2008 – December 2008

Role Title: Windows Consultant

Description: 1 Renewal

- Design, Management and Maintenance of Server Infrastructure
  - Active Directory
  - Windows Server 2000, 2003, 2008, Storage Server 2003
  - VMware ESX 3.0, 3.5
  - Citrix Farm (Presentation Server)
  - SQL 2000, 2005
- Management and Maintenance of Messaging Systems
  - Exchange 2003, 2007
  - OCS 2007
- Handling of Backups
  - Symantec
  - ARCServe
- Group Policy Administration
- SAN Administration
- Patch and Update Management
  - WSUS
  - System Center Operations Manager 2007
  - System Center Configuration Manager 2007
  - SMS 2003
- Enterprise Antivirus and Anti-spam Management
  - Mailsweeper
- Firewall and Malware Protection
  - Forefront
  - ISA 2004, 2006
- Change control
- Hardware Platforms included Dell and HP Servers, Cisco Routing and VPN Equipment

Customer: XMA



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**From – To:** May 2008 – July 2008  
**Role Title:** Windows Consultant  
**Description:** Temporary Contract - Handover Project

- Customer Facing Position – Client Site Visits for 60% of the time, Helpdesk for 40%
- Management and Maintenance of Server Infrastructure
  - Active Directory
  - Windows Server 2000, 2003, 2008
  - VMWare ESX 3.0, 3.5
  - Citrix farm (Presentation Server)
  - SQL Server 2000, 2005
- Management and Maintenance of Messaging Systems
  - Exchange 2003, 2007
  - OCS 2007
- Troubleshooting of escalated problems, level 2-3
- Handling of Backups
  - Symantec
  - Veritas
- Group Policy Administration
- Patch and Update Management
  - WSUS
  - System Center Operations Manager 2007
  - System Center Configuration Manager 2007
  - MOM 2005
  - SMS 2003
- Enterprise Antivirus and Anti-spam Management
  - Sophos
  - Symantec
- Documentation of both new and existing systems configuration
- Hardware Platforms included Dell Servers, Cisco Routing Equipment

**Customer:** Managed Networks

**From – To:** November 2007 – December 2007  
**Role Title:** Windows Consultant  
**Description:** Temporary Contract - Covering for Two Workers on Long-Term Sickness

- Design and construction of two new Forests and Domains
- Migration of Active Directory and Exchange to new Forest
- Design and implementation of new Active Directory structure, subnetting scheme and OU layout
- Design of new server room
- Group Policy design and administration
- Setup of Windows Software Update Services
- Daily Administration of three Sites
- Documentation of new systems configuration
- Hardware platforms included HP Proliant Servers ,Cisco Routing Equipment and Cisco VPN Concentrator

**Customer:** Volvere

**From – To:** July 2007 – October 2007  
**Role Title:** Windows Consultant  
**Description:** Temporary Contract - Working directly under the CIO

- Installation of 75 Workstations with dual screens
- Group Policy editing in Active Directory
- Setting up Roaming Profiles
- Startup scripting
- Installation and configuration of Office, VNC and Citrix web client
- Use of Windows Software Update Services
- Migration from Terminal Server clients
- Documentation of new systems configuration
- Hardware platforms included HP Workstations, ATi graphics cards and Cisco switches

**Customer:** Bridge Insurance

**From – To:** April 2007 – June 2007  
**Role Title:** Rollout Engineer  
**Description:** Temporary Contract - team of 6

- Installation of 1100 VoIP phones
- Installation of 100 TDM phones
- Installation of 150 Analogue phones
- Modification of patch room to accommodate new system
- Use of subnets and DHCP

**Customer:** BBC Manchester

**From – To:** December 2006 – April 2007  
**Description:** Royal Bank of Scotland - Customer Service and Data Entry, Tier 1 support, Team Leader of 8

- Navteq - Data plotting and information gathering for satellite navigation system, Team of 2
- IBM – Tier 1 Messaging support, Team of 2

**Customer:** Adecco

**From – To:** November 2005 – December 2006  
**Role Title:** System Administrator  
**Description:** Team of 5 - 2 Senior, 3 Junior

- Based at Head Office, Stockport
- Internal support, locally 40 workstations, remote 109 workstations over RDC
- 140 XP Pro clients, plus 3 or 4 laptops running 98 - XP Pro
- Part of the Sage Server upgrade project
- Secure Banking provided over VPN
- Sage MMS and MS Office primary applications
- Maintenance of Active Directory
- Integration of stock SQL database with website using IIS 6.0 tools and services
- Call logging and tracking via internal e-mail
- Server 2003 and Exchange 2003

**Customer:** Music Zone



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**Education:**

## Certifications:

70-351 TS: Microsoft Internet Security Acceleration Server 2006, Configuring

70-652 TS: Windows Server Virtualization, Configuring

70-400 TS: Microsoft System Center Operations Manager 2007, Configuring

70-401 TS: Microsoft System Center Configuration Manager 2007, Configuring

70-638 TS: Microsoft Office Communications Server 2007, Configuring

Microsoft Certified IT Professional: Windows Server 2008 R2, Virtualization Administrator (Pending)

- 70-693 PRO: Windows Server 2008 R2, Virtualization Administrator (Pending)
- 70-669 TS: Windows Server 2008 R2, Desktop Virtualization (Pending)
- 70-659 TS: Windows Server 2008 R2, Server Virtualization

Microsoft Certified IT Professional: Enterprise Messaging Administrator 2010

- 70-663 PRO: Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010
- 70-662 TS: Microsoft Exchange Server 2010, Configuring

Microsoft Certified IT Professional: Enterprise Administrator

Microsoft Certified IT Professional: Server Administrator

- 70-647 PRO: Windows Server 2008, Enterprise Administrator
- 70-646 PRO: Windows Server 2008, Server Administrator
- 70-680 TS: Windows 7, Configuring
- 70-649 TS: Upgrading your MCSE on Windows Server 2003 to Windows Server 2008, Technology Specialist
  - 70-640 TS: Windows Server 2008 Active Directory, Configuring
  - 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
  - 70-643 TS: Windows Server 2008 Applications, Configuring

Microsoft Certified IT Professional: Exchange Messaging Administrator

- 70-238 PRO: Deploying Messaging Solutions with Microsoft Exchange Server 2007
- 70-237 PRO: Designing Messaging Solutions with Microsoft Exchange Server 2007
- 70-236 TS: Exchange Server 2007, Configuration

Microsoft Certified System Engineer + Security on Windows Server 2003

Microsoft Certified System Engineer + Messaging on Windows Server 2003

- 70-285 Designing a Microsoft Exchange Server 2003 Organization
- 70-284 Implementing and Managing Microsoft Exchange Server 2003
- 70-350 Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004
- 70-298 Designing Security for a Microsoft Windows Server 2003 Network
- 70-294 Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-291 Implementing, Managing and Maintaining a Windows Server 2003 Network Infrastructure
- 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 70-227 Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition
- 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional

Microsoft Licensing Sales Expert



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