

# Curriculum Vitae

## Personal Details

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## Profile

An ambitious, conscientious and proactive person with a range of experience in network administration and development. A versatile and resourceful individual who grasps new skills and concepts and is able to prioritise effectively in order to manage a heavy workload. A strong team player possessing the highest levels of motivation and determination required to meet demanding targets and rise to new challenges with enthusiasm. A business professional with a mature approach and the ability to work under pressure in a challenging business world. A confident team leader experienced in management, works well as part of a small/large team and is able to self manage own workload to achieve targets consistently.

## Key Attributes

Excellent managerial & organisational skills.  
Hard working, dedicated & enthusiastic.  
Strong leadership qualities with the ability to support & motivate others to exceed their potential.  
Innovative & creative with the ability to implement new & fresh ideas.  
Results driven & committed to maximum team performance.  
Experience with marketing initiatives & campaigns to ensure customer retention.  
Experienced Network Administrator and Experienced in IT management  
Many years of experience in Microsoft technologies both OS and development technologies

## Objectives

I am now looking to extend my knowledge and improve my career within network administration/management and planning to make the best use of my skills, experience and personal qualities which will lead to further professional development. I would like to secure a rewarding position which would ideally offer a competitive remuneration package and excellent prospects for further career advancement. I am also looking to apply my creative and technical skills where I can contribute towards a design/development environment, engineering and government legislation requirements.

### Qualifications/Experience

#### **Heysham High School**

GCSE passes in 7 subjects including English and Mathematics.

#### **Lancaster Chamber of Commerce and industry**

Business Administration NVQ levels 1 and 2

Warehouse distribution, logistics and management NVQ levels 1 and 2

#### **Lancaster and Morecambe College**

Welding and Fabrication C&G

Visual Basic Planning and development NVQ levels 1 and 2

Throughout my working career I have also attended many courses regarding network administration and technology seminars.

### Other Information

**INTERESTS:** I enjoy mechanics and engineering, as a family man I enjoy spending time with my children and helping them to understand the world around them to reach their potential also. We spend time visiting various events such as steam rallies and race events. I also enjoy music and enjoy visiting music events.

### Career History

**January 2012 – Present**

**Blackbox Business Services**

**Lancaster**

#### **Business Support Engineer**

I joined blackbox business services in January 2012 after leaving SystemHOST. My role at Blackbox ranges from planning infrastructure rollouts to the implementation of the rollouts themselves. Areas covered within IT in this role are Active Directory, Microsoft Exchange, Blackberry servers to end user support and desktop support. Blackbox supports all areas of IT for businesses from core infrastructure to telecoms and training. I find this role very rewarding as it provides variety and a real chance to connect with the end users and businesses.

**June 2011 – Present**

**Systemhost Limited**

**Carnforth**

#### **Senior Systems Engineer/Systems Engineer Team Leader**

I joined SystemHOST this year and instantly within the first 4 weeks became the senior engineer of the department, within 3 months I was promoted to the systems team leader. The role entails management and maintenance of multiple Active directory networks containing File servers, VLE servers, Exchange servers, ISA and small business servers. SystemHOST provides cloud computing models for businesses and schools which entails the business hosting full network solutions. My role entails management of leased lines, shared band dsl circuits, Servers (DC, Terminal Servers, ISA, File & Print, SQL and many others), Printers and on-site networks. SystemHOST focus on Microsoft technologies and as a consequence all systems at SystemHOST are MS based. As the team leader/senior my duties also include workflow management, systems maintenance plans and monitoring, and staff management such as rotas, field service planning and other various managerial duties.

Also one of my specific roles entails ISO 27001 security maintenance and compliance.

**February 2009 – May 2011      SHP Limited  
Lancaster**

**Head of IT/Network and Infrastructure Manager**

I joined SHP limited mid 2009 to help with development, I quickly became the Network and Infrastructure manager and was placed in charge of the maintenance, planning and growth of the IT areas of SHP. Since that time I was further promoted to Head of IT where my current role entails the management and planning of all areas of IT within the company. This role covered development also where I manage a team of developers catering for large multinational corporations, this has helped to show my management skills along with my development/design skills..

During my time here the company has grown incredibly quickly and the demands of the job have meant that planning has had to be formulated and implemented to allow scalability within the company. This has all been done with great success. During this role I have had to manage Microsoft based technologies including Windows 2003/2008 servers, SQL server and have been responsible for around 90 network based machines running windows XP through to windows 7. Other servers/services include Blackberry Servers, Active Directory (Domain Controllers), Microsoft Exchange and many more.

My responsibilities include the planning and continued development of platforms and systems to support an impressive portfolio of companies such as Marks and Spencers, Airmiles, T-Mobile, Dixons store groups (PC world, Currys etc) and numerous international partners in Malta and the United Arab Emirates.

During this time I completed all necessary changes and assessment of ShP's systems and processes to achieve ISO accreditations 9001, 27001 and other certification enabling the company to secure numerous high profile contracts as a result.

**May 2007 – February 2009      Search Logic  
Newton**

**Senior systems Developer**

During my time at Search logic I worked on several large projects but the main one being the planning and development of a web based catalogue ordering system. The system handled requests for several large well known catalogue companies and had to handle a large amount of traffic on a daily bases. During this time I managed a small team of developers mainly coding in VB.net and VB6. This also covered the management of several Microsoft based servers entailing services such as SQL servers, Mail and web servers. During this time some of the systems I developed were responsible for the logistics and ordering of catalogues such as Bravissimo, Littlewoods and other well know names.

**2006 - 2007                              EKM Systems Ltd  
Burnley**

**Network Operations Manager**

I started at EKM systems as a developer but given my previous experience was quickly promoted to the level of the Network Operations Manager. During this time I was responsible for the planning and provisioning for the main platform to run the flagship product ekmPowershop. EKM systems are the largest hosted ecommerce provider in the UK and the platform designed to host this was

Microsoft based. Some of the companies that rely on this platform are amongst Lotus cars and Ebuyer. To date, even 4 years on, this platform has continued to perform without fault or any large maintenance. Systems at EKM systems primarily used ASP with some .NET use.

**2004 - 2006**

**UK3.com Ltd  
Lancaster**

**Technical Director**

As a partner within UK3.com ltd I held the position of technical director. During this time I was responsible for the technical direction of the company and the planning of its IT infrastructure. The company was a hosting company and supported various configurations of servers and services. During this time this gave me a good spring board to brush up on the following technologies. Windows 2003, SQL, Debian, Redhat and Solaris (including other Sun systems such as cobalts). I was also responsible for the design, development and implementation of all the billing and automated hosting systems.

**2000 - 2004**

**Business Serve Plc  
Lancaster**

**Technical Support/Development/IT Support**

I started at Business Serve Plc in their customer services team and was quickly promoted to the advanced technical team. During this time I also helped train the technical support team to provide a better level of support to its growing customer base. Showing skills in Visual Basic and ASP I was promoted to the development team where I held a more technical role developing database driven applications.

During my time at Business Serve I also assisted their highest level of support (3<sup>rd</sup> line team) with server management and assisted the internal IT team in network administration tasks and hardware deployment.

**Closing statements**

During my career I have held many high level positions however I can pride myself with the fact that I have always started my roles from ground level and this gives me the ability to understand the full business processes wherever I have worked. I have worked with some large well known names from Google, Paypal, Marks and Spencer, Ebuyer, Lotus cars, the Miles Company, Play.com and the list goes on. I like to think of myself as a grounded person and consider myself as a person with strong values. I focus on customer satisfaction and transparency, I also firmly believe in a good and professional service both to my peers and other businesses that I have had working connections with.

I feel, and have shown, that I can be an asset to any company given the opportunity to apply my skills to a given role within IT and firmly believe in getting the job done and not fulfilling the basics of a role, I always aim to go above and beyond the expectation of a role.

I am proud of the fact that I have a good reputation with the companies I have worked with and have always made a positive contribution to its business and staff.