

CURRICULUM VITAE

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Qualifications: Microsoft MCSE (2003), Novell MCNE (NW4, DS), Cisco CCNP (2.0)

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Fields of Expertise

- Specializing in delivering cost-effective and economical IT solutions with high return on investment using well-established proven technologies and strategies
- Combining technical proficiency with in-depth corporate experience and goal-driven positive attitudes, often under technically challenging, demanding, and politically sensitive conditions.
- Technical architecture & solution design (utilising Enterprise SOTC)
- Technical project management (utilising PRINCE2 and ITIL)
- Technical business analysis (utilising PCSM)
- Full end-to-end design to delivery and post-implementation consolidation & optimisation of complete datacentre environments (power/cooling/racking), high-resiliency clustered server farms, Storage Area Networks (SANs), and Internet / LAN / WAN / PC / networks
- Security infrastructure penetration testing / assessment & enforcement
- Business Continuity pre-event consultation & implementation, and post-event recovery.
- Legacy platform migration & integration
- Corporate & departmental site relocation
- E-commerce website design & roll-out implementation
- Enterprise software platform design & application deployment consultancy

Achievements

- I have provided my services to both public-sector and private-sector customers, in many industries including outsourcing, investment banking, Healthcare, Media, Telecomms, gas and electricity Utilities, Environmental, Civil Engineering, Food Packaging, Freight Transportation, Publishing, Insurance, Public Transport, Aeronautical, Internet Provision, Legal, Educational, Sports, & Crafts.
- A challenging role for Liberata in 2007 was ensuring that the entire suite of existing bespoke outsourced applications to the Ministry of Justice continued to function during a massive change in their WAN network provision, and required an intensive review of each system in addition to very close interaction with five sets of suppliers to ensure that the same environment was achieved.
- I successfully delivered nine concurrent upgrade projects for a Government agency in 2006, which I had been asked to take control over after they had been initiated without fully understanding the complexities of their interaction, and which demanded the best of my multitasking skills.
- I have built a successful working relationship with Fujitsu on a number of roles in 2005 and 2006. as experienced architects like myself integrate well with their method of implementing solutions, by interacting with a customer at all levels to design and manage a rapid and coherent delivery.
- My high-profile role at T-Mobile in 2004 relocated the entirety of their live operational backend environment between two datacentres. Very short timescales for the magnitude of such obviously critical work meant the slightest outage would have been politically and financially disastrous.
- I provided IT consultancy to the 2003 Wimbledon Tennis Championships, where I was able to supply advice and support to maintain their internal systems during such a critical time of their calendar, while in return gaining valuable experience in scheduling massive logistical operations.

Background

- Five years in technical architecture and technical project management, developing implementation strategies, low-impact migration techniques, and large-scale datacentre relocation methodologies
- Twelve years as a freelance technical consultant in business for oneself, proving long-term business acumen and understanding of marketplace forces and requirements.
- Sixteen years in designing, installing, optimising, and supporting high-end business-critical IT processing, storage, and communications networks in various configurations over multiple sites, utilising fault-tolerance, clustering, load-balancing & secure management.
- Historically acted in various consultancy roles advising organisations in varied industries on key areas including corporate IT strategy, network management, troubleshooting, disaster recovery, security, integration, migration, datacentre provision, e-commerce, e-workflow, procurement, implementation, operational methodology, environmental issues, and health & safety conditions.

Technical Knowledge Set	
<ul style="list-style-type: none"> • Microsoft Server & Desktop platforms – all variants (Windows Server 2003, Windows Storage Server 2003, Windows 2000, Windows XP, Windows NT4) • Novell Netware 3.xx to 6.1, GroupWise 4.xx to v6.5 • HP UNIX, Sun Solaris, LINUX, Novell Platforms • Checkpoint Firewall-1 NG & VPN solutions • Microsoft SQL Server 2005, Microsoft Exchange Server 2003, Microsoft ISA Server 2004, MOM 2005 • Oracle Database Server Release 3 Enterprise Edition, Enterprise Manager Database Control v10.0 • SAP & Modules SCM, SRM, CRM • Citrix Metaframe XPe FR3 & NFUSE, Secure Gateway • VMWare Infrastructure v3.x, Workstation v5.5 • Legato, Tivoli, BMC, Symantec, Veritas, Computer Associates enterprise monitoring solutions. 	<ul style="list-style-type: none"> • Server hardware – IBM BladeCentre, HP Proliant, Dell, Apple, Sun, and various clones. • SAN disk arrays - HP EVA, EMC Symmetrix & Clarion, IBM. • NAS systems – NetApp Filer, Quantum, EMC, IBM • Alteon & Radware switches • HP, 3COM, Intel, Cisco switches & PIX firewalls, VPN and WIFI • Wireless solutions • VOIP, ADSL, SDSL, GSM, GPRS, VOIP, X25, FC, iSCSI, FDDI, CDDI, Gigabit Ethernet, Fibre Channel, LAN & WAN network cabling structures

Previous engagements:-

Liberata UK Outsourcing	Westminster, London	October 2006 – August 2007
Solutions Architect / Project Manager		Continually Renewed Contract
<p>Multiple solution design and implementation</p> <ul style="list-style-type: none"> • Primary responsibility was to maintain Liberatas' BPO services to the Ministry of Justice following the dissolution of the ARAMIS contract and consequential change of network provider. This meant that the single WAN that had been used until this point was being removed in favour of another from a different supplier, and every business function that Liberata provided to the MOJ had to be guaranteed to run in the new configuration. The challenge was made much more complex by the fact that between three and five suppliers were also involved in providing services critical to these processes. • I produced technical reviews of every provided application and service, obtained by visiting each office to interview where possible the original developers, technical support staff, and project managers, and assembling all documentation, rewriting where necessary to replace any absences. • Having established the scope of the changes to be made by the new network provider, I proceeded to establish the impact to every affected system, and produced a "hit-list" showing the risk to each. • From this "hit-list", and in full liaison with as many of the original team as possible, I proceeded to design corrections in both the application architecture and the network connectivity of every provided system. • These redesigns were then presented and championed by myself with Liberata internal management, MOJ officers, and all the involved suppliers. • Following each redesign, I was then directly responsible for the full delivery of those changes within both the parent company, by building extensive relationships with these other incumbent suppliers at technical and management levels. • This culminated in developing delivery paths with the agreement of all parties, with associated issue resolution and risk mitigation, and with resource requirements and timescales agreed to ensure a seamless handover at the end of the contract. • Additional responsibilities involved being a primary resource for the end-to-end design and implementation of other solutions within Liberata for other customers to improve efficiency of established business processes and reduce costs with the right mix of sensible cost-effective technology improvements. • Examples of such solutions include the relocation of a call-centre to a more cost-effective shared facility with associated development of scripting and support website, and implementation of a multiple VPN tunnelled infrastructure permitting secure transport over insecure networks, resulting in very significant cost savings in network provision. • My final design was for a new website solution to provide a council with public access to their works and property management databases, and their employees with remote mobile access. <p>Microsoft Server, Oracle, J D Edwards, Cisco, Juniper, VMWare Infrastructure, HP server.</p>		

Lloyds TSB	City, London	July 2006 – September 2006
Customer Solutions Architect		Renewed Contract
Provide technical and procedural consultation for NT4 migration projects.		
<ul style="list-style-type: none"> Responsible for implementing agreed technical designs, creating and troubleshooting final-stage corrections to unforeseen technical issues, documenting changes, and arranging sign-off of these modules. Each module required full PRINCE2 project management, liaising extensively with other teams and consultants, continually engineering new business procedures to establish rapid access to resources, and agreeing on contributed work and critical paths taken. Primary work involved engineering and documenting the procedures to integrate SQL Server 2000/2003 and Reporting Services 2005, into the banks existing infrastructure and a new operational environment utilising highly-secure administrative access using tiered Terminal Services gateways and RDP access via VPN and encapsulated VLAN. Other projects involved producing a standardised application platform providing a fully managed and monitored secure environment using Tivoli and Quest software tools. All environments were subjected to full prototyping in proof-of-concept labs, often in fully virtualised environments to make optimal usage of these resources. All projects were successfully completed to very tight timescales, under extremely demanding environmental conditions, and sensitive to conventional banking security and political considerations. <p>Microsoft Project 2005, Microsoft Virtual Server & Virtual PC, Microsoft Windows Server 2003 SP1 Release 2, Microsoft Exchange 2003, Microsoft SQL Server 2000-2003, Reporting Services 2005, Quest Spotlight / Foglight, Tivoli management tools, Altiris software deployment tools, HP EVA8000 SAN, HP BL25p/BL45p blade farms, HP DL385/585 family servers, IBM BladeCentre & HS20 blade farms, Cisco network switches.</p>		

(Classified UK Government agency)	City, London	January 2006 – June 2006
Technical Project Manager		Continually Renewed Contract
Provide technical and procedural management for multiple concurrent projects.		
<ul style="list-style-type: none"> Evaluate and direct variety of on-going end-of-budget-year projects involving various technical improvements to service infrastructure, applying PRINCE2 methodology to correct critical path, performed triage to all projects to establish which projects needed to be terminated immediately, and which projects could be saved, using full risk analysis. Retroactively applied PID's to establish business case, and from there gap-analysis between expected project deliverables and true business requirements. Published multi-layer project plans outlining each individual project, and a master plan integrating all deployment schedules. Risk analysis consisted of personal examination of each project using my technical expertise and locating unforeseen disconnections on supply chains, exaggerated component costs, unnecessary pre- and post-installation processes, over-optimistic budgeting, and environmental capacity planning of the target datacentre. Mitigation of these factors meant re-interviewing clients and suppliers, signing new contracts, agreeing new deployment schedules, and revisiting costs and budgets. Full integration of each project's impacts with their stakeholders, obtaining approval for each stage to prevent difficulties and conflicts at a later stage, with communication maintained and co-ordinated by myself, ensuring awareness of all work undertaken. Each process was fully protected by the NFU (double-safety-net) procedures ratified by ITIL process guidelines and the Microsoft MOF, establishing importance of each component and SLA's for it's downtime, and devising procedures to achieve these using swing-shift or replacement hardware and guaranteeing availability at all required times. Revised project plans and deployment schedules permitted all required projects to integrate successfully into the datacentre on-time and well under budget. Projects included server system consolidation, communications upgrades, additional power and cooling upgrades, blade server infrastructure design & implementation, CRM system upgrades, email server upgrades, capacity planning of existing and future utilisation, mobile VPN over 3G (using RSA tokens) design and installation. Lead technical architect on VMWare ESX introduction, including replicating existing physical services to virtualized environments for disaster recovery purposes. <p>Microsoft Project 2005, VMware ESX v2.51, Microsoft Exchange 2003, SAP SCM/SRM/CRM, Flexframe & Netweaver, Firewall-1 NG, RSA SecureID software & tokens, IBM SAN's, IBM rack & blade servers, Extreme & Cisco network switches.</p>		

FremantleMedia	City, London	October 2005 – December 2005
Technical Business Analyst		New Contract
Audit, analyse, evaluate and report efficiency and fitness of internal IT group.		
<ul style="list-style-type: none"> • Investigated operation of internal IT group responsible for providing communications, file storage, and managed desktop solutions to the organisation. • Analysed internal procedures, fault call logs, budgets, organisational structures and user surveys, and held interviews with all section managers to establish the true status of the group. • Evaluated quality and suitability of each section within the group (International, United Kingdom, Administration, Governance, and Development), and assessed every aspect for efficiency and quality of their delivered solutions, and of ability to meet the requirements of the business. • Every major business process was compared with it's equivalent in the ITIL library, and acute disconnections were located, Solutions for these disconnects were then engineered by myself using my own experience operating in these areas. • For every section, an in-depth report was created and submitted showing fully the internal mechanics and deliverables, and discussed any and all anomalous behaviour and inappropriate expenditure, inefficient technical solutions, underperforming or ill-utilised resources. • Any easily-obtained advances in efficiencies were then proposed with business impact analysis, project initiation documentation, projected Gantt chart and timelines, and full expenditure calculated. • Any less-obvious or harder-to-realise improvements were then fully researched for potential viability, whether internally or by outsourcing, on a due-diligence basis, and these results were presented in a similar manner. 		

BT Consulting & Systems Integration	Liverpool, Merseyside	September 2005
Datacentre Solution Designer		Related Contract
Review design of migration & consolidation project		
<ul style="list-style-type: none"> • Analysed existing server, SAN, WAN, LAN infrastructure, and advised on appropriate relocation / migration strategy, with gap-analysis between the design and the business model. • Presented benefits and drawbacks of consolidating server infrastructure to a fully virtualised environment. • Outlined potential exposed business risks, and provided recommended mitigation techniques and procedures. • Delivered final tender to Board of Governors for final presentation. <p>Microsoft Active Directory, Novell Netware NDS, EMC SAN, EMC Celerra NSX, EMC Symmetrix, Cisco 65xx-series Ethernet switches, VMWare ESX, HP server infrastructure.</p>		

The Horizon Project	Staines, Middlesex	December 2004 – September 2005
Virtualised Technologies and Communications Architect		Ongoing concurrent Project
Develop proof-of-concept environment to provide complete remote services.		
<ul style="list-style-type: none"> • Developed a portfolio of virtualised services using current state-of-the-art technologies and products to provide a rich set of applications to the travelling remote user, accessible with layer-independent devices such as RIM Blackberries, Symbian mobile phones and PDA's, Microsoft Pocket PC / Windows CE devices, Windows and Linux platforms. • Permitting secure access to critical resources such as calendaring, database, email, and document search/retrieval functions via media-independent routes such as GSM, GPRS, 3G, WIFI, and satellite communications. • Designed and built prototype suites using full virtualisation of processing using Citrix and VMWare technologies, storage resources, permitting 99.99999% uptime with full resilience and redundancy. <p>VMWare GSX, Tobit David, Microsoft IIS, RIM Blackberry, Windows CE, Pocket PC, Citrix NFUSE, OSS SSL VPN's, Microsoft SQL Server, Microsoft Exchange Server, Dell Blade servers and EMC Clarion SAN storage.</p>		

Fujitsu Professional Consulting Services	Southampton, Hampshire	June 2005 – August 2005
Customer Solutions Architect		New Contract
Design a complete corporate consolidation and storage solution.		
<ul style="list-style-type: none"> • Interview key site stakeholders and analyse logistical requirements for the next stage of the corporate development, developing a greenfield solution embracing fully virtualised processing and storage resources, to provide a seamless resilient and flexible grid computing approach to replace legacy file servers and directly-attached storage systems. • Evaluate, size, design, and demonstrate concepts of, a complete mid-range Storage Area Network (SAN) and supporting infrastructure, using HP EVA disk arrays, ESL tape libraries, Cisco SAN FC and LAN Ethernet switches, and HP p-class blade server solutions. • Design embraced multiple virtualised clusters running Windows Server, with Exchange 2003, SQL Server, Citrix Metaframe XPe, Microsoft NAS and NFS filesystem gateways using Storage Server, deployed with HP Rapid Deployment Package and BladeSystems Management, and fully monitored using OpenView, Insight Manager, Microsoft Operations Manager, and Microsoft Systems Management Server, • Provide full technical solutions down to software and component level for major corporate components running on existing equipment, to provide a stable and safe migration path from legacy infrastructure. • Champion chosen strategy for Fujitsu with their customer, and take part in the sales and technical presentations to outline and explain the solution as proposed for their site, with suitable bespoke customisation to meet the unique business requirements. Further surgeries and Q/A panels were also held. • Full liaison with external suppliers to provide accurate costings meeting customers planned deployment cycle, with full life-cycle expenses calculated. <p>HP EVA 5000 & 8000 disk arrays, HP ESL-series tape libraries, Cisco 9500-series SAN switches, Cisco 6500-series Ethernet switches, HP p-class blade servers and enclosures (BL-25p, BL-40P), HP CommandView EVA, HP Openview, HP Insight Manager, HP Data Protector EVA, HP Storage Essentials EVA, HP Rapid Deployment Package(RDP), Windows Server 2003 Enterprise, Microsoft Windows Storage Server 2003, Microsoft SQL Server 2005, Microsoft ISA Server 2004, Microsoft Operations Manager 2005, Citrix Metaframe XPe FR3, VMWare ESX v2.5, VMWare GSX 2.5, VMWare Workstation 5.0, Matrix Polyserve, Microsoft Virtual PC & Virtual Server, Microsoft Exchange 2000 Enterprise, Microsoft Exchange 2003 Enterprise.</p>		

(Classified UK Government agency)	City, London	January 2005 – May 2005
Security Project Specialist		Renewed Contract
Design & implement a number of initiatives to improve and secure the agencies IT infrastructure.		
<ul style="list-style-type: none"> • Responsible for generating and implementing (full lifecycle) project plans using PRINCE2 and ITIL processes to enact upgrades to business infrastructure. • Upgrade and deploy RSA encryption tokens to user base, along with software to create a VPN, for unattended installation for approx 200 users • Schedule and implement a switchover of the suppliers Internet pipe carrying all agency communications safely, by phasing a gradual handover of services from one provider to the next, involving external IP address changes, firewall reconfiguration, security evaluations, and full risk mitigation. • Documented entire network topology using current scanning and security tools, to build accurate portrayals of all network connections and associated weak points to reduce attack surface vulnerability. • Design and evaluate Outlook Web Access for Exchange Server 2003, covering all possible security points for incursion using attachments and external access. • Specify and design solution for expanded Citrix usage via NFUSE technology to provide a cross-platform remote desktop to mobile users, using Citrix processing appliances. • Evaluate current security model for all hard and soft vulnerabilities, such as firewall weaknesses, infrastructure limitations, and human interface failings, such as social engineering attacks and penetration testing. <p>HP Server Arrays, HP SAN, Nokia 1xx – 5xx series firewalls, Checkpoint Firewall Next Generation, Checkpoint VPN, RSA SecureID software & tokens, Windows Server 2003 Enterprise, Citrix XPe FR3, Oracle Database Server Release 3, various security analysis tools such as MBSA, NMAP, GFI, Solarwinds, LC5.</p>		

T-Mobile UK	Borehamwood, Hertfordshire	May 2004 – December 2004
Application Service Migration Project Manager		Continually Renewed Contract
Organise a structured zero-impact nil-risk relocation of IT applications and core business communications infrastructure into a new Datacentre under extreme time constraints.		
<ul style="list-style-type: none"> • Brought on-site by outsourcing company to provide project management services for a datacentre relocation of entire corporate dataprocessing and communications business service handling, both for internal use and for it's customer-facing systems – which is considerable for a communications company. • Responsible for complete process of relocating hardware and infrastructure by service application – metering, accounting, sales, software development, testing systems, etc. • Assessment of risk, and design of phased relocation with no impact on day-to-day operations on live mobile phone network. • Creation of new procedures and techniques to migrate each service in it's entirety, tailoring each move to the particular characteristics of each service and it's requirements, developing new hardware and software solutions to accommodate these, and conducting regular interviews and discussion groups to ensure agreement from the user groups. • Allocation of technical and logistical resources to implement these changes, both internally from support groups, external support companies, manufacturer and vendor support, removal firms, service providers, datacentre management, etc. • Ensured that existing disaster recovery and business continuity disciplines and procedures were followed and adhered to – not only were some relocations critical by nature, but future resilience had to be respected and maintained. • Scheduling of change control with departmental application owners and developers/users. Often out-of-hours to minimise disruption, these changes had to integrate physical relocation of hardware with changes to firewall, switch fabric, and SAN path access. • Continual and regular contact with all parties scrupulously maintained - surgeries were held to ensure complete confidence in all processes, feedback reports at all stages were made, the status of each migration and of the whole project was analysed at each and every point, and performance of each modification was extensively scrutinised. • All activities were coordinated with due regard for political sensitivity, customer confidentiality, and corporate security - even when such factors directly impeded the continued functionality of applications. As is often the case with outsourcing arrangements, such wholesale changes and agreements are usually difficult to broker when not directly addressed with the SLA's in force, and therefore demanded the best from my negotiating skills. <p>HP/Compaq Proliant servers & EVA SAN, Sun F15K and Sunfire, EMC Symmetrix, HP Superdome, Windows NT4 Server, Windows 2000 Server, Windows 2003 Server, Citrix Metaframe XPe FR3, Oracle Database Server Enterprise Edition Release 1, Oracle Database Control, Cisco routed and firewalled infrastructure.</p>		

Centrica Plc	Staines, Middlesex	January 2004 – April 2004
Application Transition Project Manager		New Contract
Manage a separation of shared applications and data from two conjoined organisations; ensuring rapid migration, business continuity and legal regulatory satisfaction.		
<ul style="list-style-type: none"> • Responsible for project startup, initiation, and migration control adhering to PRINCE2 methodology. • Generated PID's defining stages and dependency hierarchy for application transition. • Created key milestone charts for overview of application transition and presented to programme and board. • Evaluated current project status including deliverables, timeframes, analysis of business needs against possible deliverables • Located key areas of improper process execution and points of failure in initial specifications. • Defined corrections to rework new asset and resource audits, and generated new critical paths that encompassed the improved procedures into a completely revised project plan. <p>HP Server Arrays, Network Appliance FAS900 SAN & NAS.</p>		

Further history and references available on request