

# 3am0nn

Ireland

W: <http://www.worky.com/profile-3am0nn>

## Professional Experience

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### 2005 - 2009 **Information Systems Project Leader**

#### Achievements

- Increased efficiency of PC deployment process through automation (scripting, Ghost & Group Policy) & standardisation.
- Improved our service management capability through the introduction of an IT asset system, a Service Desk application and improved monitoring and reporting.
- Increased service level for customers by the introduction of a managed wireless LAN service.
- Have overseen the following infrastructure improvements
  - o Introduction of IP Telephony (Cisco) in response to PBX obsolescence and the need to reduce telephony costs
  - o Roll-out of 50Mbps licensed wireless links to our major sites to reduce reoccurring costs and increase capacity
  - o Roll-out of VPN links across the Internet to sites to achieve WAN resilience and increase capacity at a low on-going cost
  - o Introduction of 4 year proactive PC replacement
  - o Introduction of a VMware ESX server environment built on an iSCSI SAN platform

#### Responsibilities:

- Identify business requirements and deliver appropriate solutions
- Line manager for the IT Operations functional group (Manage staff development, group and individual performance for 13 team members)
- On-going support and development of the networks and client-server infrastructure (30 sites, 70 Windows 2003 servers, ISA, Exchange 2003, MS SQL, MySQL & 690 clients)
- Report to / Deputise for the Head of Information Systems
- Assist in budgetary planning and carry out purchase order approval
- Contribute to the development of organisational policy and strategic planning
- Develop and implement IT strategies, policies, procedures and solutions
- Direct and prioritise day-to-day operational activity and manage performance
- Manage third party vendor relationships and performance to achieve value
- Demonstrate technical leadership
- Mentor and coach staff managing projects
- Negotiate underpinning contracts with service partners
- Develop service level agreements
- Operating national procurement frameworks and tendering

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Key Skills Active Directory, Group Policy, Information systems, ITIL, lan, leadership, Line Manager, Manager, MySQL, Performance Management, policy, proactive, SAN, script, Service Desk, SLA, Solutions, SQL, strategic planning, Systems Integration, tender, underpinning contracts, wan, Windows Server, wireless

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### 2002 - 2005 **Systems Administrator**

#### Achievements

- 90% reduction of user account related service calls.
- The design and implementation of Active Directory.
- Migration of the internal DNS from Linux to Windows.
- The introduction of an automated backup system.
- The development of an off-line disaster recovery procedure for Exchange 5.5.

#### Responsibilities:

- day-to-day Windows server administration,
- MS SQL Server 7/2000 administration,
- NetWare 5/6 server administration,
- Windows client support (NT4, XP & MS Office),
- project management,
- writing technical documentation,

- tender evaluation, and
- liaising with vendors.

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Key Skills Active Directory, Administration, DNS, Exchange Server, Networking, Project Management, SQL, SQL Server, SQL Server 7, Windows

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2005 - 2005 **Senior IT Engineer**

Achievements

- Increased the capacity and throughput of the backup system.
- Developed an Exchange 2003 disaster recovery procedure.
- Standardised the desktop environment to increase efficiency and manageability.

Responsibilities:

- disaster recovery planning and server consolidation,
- Windows 2000/2003 server administration,
- network administration,
- Exchange 2003 administration,
- Veritas Backup Exec 9.0 administration,
- Windows 2000/XP client support,
- technical writing,
- product evaluation, and
- liaising with vendors.

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Key Skills Administration, Disaster Recovery Planning, Exchange 2003 2007, Standardise, Windows

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1997 - 2001 **Server Analyst**

Achievements

- The creation of an Arcserve troubleshooting knowledgebase.
- The identification and reporting of a RAID controller bug to the manufacturer.

Responsibilities:

Day-to-day administration of ~ 500 Windows 2000/NT4.0 servers across EMEA sites (remote & local server management),  
performing server disaster recovery,  
post-mortem analysis,  
server capacity management & load balancing,  
provided second level support for issues from the help desk, and,  
training and coaching peers.

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Key Skills Administration, Capacity Management, Disaster Recovery, post, RAID, Server Management, Training

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1994 - 1997 **Technical Trainer (Semiconductor Process)**

Provided one-to-one training of staff specialising in the dry etch manufacturing processes. Performed classroom based instruction on VMS and specialised production software. Co-ordinated on-shift training. Wrote training material and troubleshooting documentation.

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Key Skills instruct, Manufacturing, shift, Software, Technical Documentation, Training, training material

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1993 - 1994 **Manufacturing Process Team Leader**

Directed a team of 12 in day-to-day manufacturing operations. This included setting targets, resource management, identifying and resolving issues.

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Key Skills Manufacturing, process, Resolving issues, team leader

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1992 - 1993 **Computer repair technician**

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Key Skills Hardware repair

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1992 - 1992 **Computer Technician (Temporary)**

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Key Skills Hardware repair, Software Support

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**Education and Qualifications**

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2004 **Bachelor/Degree - Information Technology and Computing**  
**The Open University**

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2000 **Diploma - Computing**  
**The Open University**

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1996 **Certificate - Microcomputer Technology Part 3**  
**City & Guilds of London Institute**

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1992 **Certificate - Microcomputer Technology Parts 1 & 2**  
**City & Guilds of London Institute**

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