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Full UK Driving License & UK Passport

Personal Profile

I have been working in IT for around 7 years now. I am currently working for myself, running my own IT Services business - specializing in IT Contracting & Web Design. Before this my most recent full time role was at Red Gate Software in Cambridge, UK - This was primarily a support role, but I also had responsibilities in looking after some of the infrastructure areas (e.g. MS SCCM, ZenDesk & Avaya)

Employment History

Roku Europe Ltd – Senior IT Aug ‘17 – Present (Full Time, non contract)

Being the European (originally starting with just a UK office, but then acquired a small company based in Denmark) offices 1st onsite “IT guy” covering all aspects of IT be it from end user support up to setting up new servers or doing an office expansion project. My daily or weekly activities vary so much due to covering all areas of IT for a 95%+ highly skilled engineering user base, so it can range from simple software issues, hardware upgrades, setting up new servers or networking equipment (a high range of consumer grade equipment due to the company’s product line needing to be tested on a great deal of devices), purchasing equipment, security improvement projects & wider office projects to say the least.

IT Governance – IT Contractor May ‘17 –Aug ‘17

An ongoing contractual role with various responsibilities in helping the IT team through a sharp period of business growth. Assisting on business upgrade or implementation projects in order to improve current environment for future growth of the company. Reducing the backlog of requests in order to get ahead of the curve in delivering new equipment to staff.

Red Gate Software – Support Desk Analyst 2011 - 2017

I started working at Red Gate as an IT Support Technician, progressing into a Service Desk Analyst role. In this role I was supporting a user base of ~300 Users in 3 worldwide locations. During my time here I had / shared areas of responsibility that included;

- Windows Client Support (XP/7/8/8.1)
- Apple Mac Client Support
- Mobile Device Support (iOS/Android/BlackBerry)
- MS Office 2010/2013/365
- Windows Server 2008/2012 Support
- MS Active Directory Admin
- MS Exchange Admin (2007/2010/365)
- Windows Hyper-V & SCVMM 2012 R2 Support (Also VMWare Based VM's)

- MS SCCM (2007/2012R2) (Programs, Task Sequences/PXE Boot, Self-Service Portal)
- Avaya Phone System Management (Including Redbox Call Recording Systems)
- ShoreTel Phone System Management
- Network Infrastructure Maintenance
- Office Printer Maintenance & Support
- Desktop (Windows & Mac) Software Installation & Support
- Desktop/Laptop Hardware Installation & Support
- Audio Visual Support for Company Meeting Rooms
- Web Dev & Design for Internal Resources (e.g. Dashboards, Interactive Seating plans)
- Documentation Creation for internal Resources (Wiki, SharePoint, Confluence)
- Hardware & Software Asset Management (Snow Inventory & MS Access)
- Training new staff & temp contractors for 1st & 2nd line support.
- IT presentations & training sessions to company staff.
- Service Desk Management & Reporting (Supportworks & ZenDesk)

In this role I also delivered on upgrade projects such as;

OS Upgrades Windows 7 -> 8.1 -> 10

MS Office 2010 -> 2013 -> 365

Phone System Replacement – Avaya -> ShoreTel

MS SCCM Upgrade – 2007 -> 2012R2

Meeting Room AV Replacements

Intranet Replacement – SharePoint -> Confluence

Service Desk Replacement & Management – Supportworks -> ZenDesk

Smart Computing – IT Technician 2010 - 2011

While working as an IT Technician I was involved in other areas such as brand design of the company. I assisted in setting up their initial website & giving training to other employees on how to update the website before I left. This role was general IT Support & Repairs. The primary customer base was Students from Cambridge Regional College so this included a range of Computers, Laptops and Smartphones / Mobile devices.

Construction Worker - 2008 – 2012

Part time, working on a home building project over 4 years, during this time I was involved in various areas of the construction project such as;

- Heavy Machinery Operator (Excavators, Dump Trucks & Road Rollers)
- Scaffolding
- Brick Laying
- Structural IP Network Wiring
- Roofing / Tiling (Including Skylight Window Installation)
- Landscaping

- Painting & Decorating
- CCTV System Installation (Including Motion Detectors & Intruder Alarm Systems)
- Home Entertainment & Media System Setup

Education & Qualifications

First Aid At Work - 2017

ITIL Foundation V3 - 2017

Cisco CCNA (Cisco Certified Network Associate 2012 - 2014)

This included covering areas such as;

- Routing & Switching fundamentals
- TCP/IP and OSI models
- IP addressing
- Configuring IOS devices
- Switched networks & VLANs
- Network troubleshooting

Advanced Level IT Software Web & Telecoms Professionals Apprenticeship (Red Gate Software 2011 - 2014)

BTEC National for IT Practitioners Level 3 (CRC – 2009 – 2011)

Result – Merit, Merit & Pass

GCSE's (Witchford Village College – 2004 – 2009)

7 A-C's (Including English, Maths & Science)

Interests, Achievements & Side Projects

My interests include; **Clay Pigeon Shooting** (ex-Junior County Champion for multiple disciplines), **Rifle / Target Shooting**, **Car Track days & Vehicle modifications**, **Paintball**, **Go Karting**, **Swimming & Cycling** – One of my Achievements is [cycling from Cambridge Paris in 4 days to help raise over £10k for local charities.](#)

From working on my own cars (some for track racing), family & friends cars I have gained a great deal of experience in fixing **mechanical & electrical** issues, we have our own **CNC machine** at home which I have designed & machined custom parts & replacement parts (rather than buying or trying to find some of the harder to source parts) I have a good amount of experience **MIG welding**, along with **melting & casting metalwork** using my home furnace.

Solar Energy I have a keen interest in Solar Energy, I have designed & installed an off-grid solar power outbuildings & garden lighting on the property. The current systems storage capacity is 5.5Kwh & I plan to expand it further to other areas or buildings of the property. The design of the system has gone through a few phases as it has been upgraded & I now

have it setup in a dual sync (simultaneous charging) redundancy method (dual power delivery network) – Which came in use when our street had a power outage for over 24hrs, I was able to move half of the system indoors to power lights, TV & other appliances without effecting the systems operation in the outbuildings location.

Game Server & VPS Hosting ([2047Servers](#)) – For ~4years, I started up an online Game Server provider with at its peak having over 250 clients across the globe providing over 1,000 individual game servers. This is where I gained a huge amount of my **Linux, Customer Service, Sales & Support experience.**

PC Gaming Community ([2047Games](#)) – My Original group I setup, for this site I created Video Game videos to post on my YouTube channel. Since I started in 2006 I have receive over 1.25 Million views, along with over 3,000 Subscribers & 5,000+ Social Network Fans.

Video Animation & Media Design ([2047FX](#)) – One of the smallest side sites, with this I offered out my design experience to the online community as a form of promotion. From this I gained a great deal of experience with **Graphic design work & 3D Animation (Sony Vegas & Cinema 4D)**

Web Design ([2047WebDesign](#)) – Another site I originally setup to show off some of my web design work I have done for a range of clients (mainly local businesses e.g. [Endless-Creations](#)) Furthermore, taking on the responsibilities of managing, updating and further developing the overall business has been a personal accomplishment. I have learnt to improve my skills with **HTML, CSS, PHP & MySQL.**

Game Server Control Panel ([2047GCP](#)) A cancelled project (due to selling [2047Servers](#)) so no longer needed - This project was redeveloping an open source server control panel to be used to manage game servers as part of the game server provision service I was offering. This required allot of scripting & setting up automation to deploy game server configs & services on a host machine with a few clicks via a web control panel - reducing the manual effort of having to provision game server services.

UK Registered Company – CorBIT Ltd – Company Number - 10683232

Fully insured contractor (Professional indemnity, Personal Accident, Public & Products Liability & Legal)

References

Upon Request