

PROFESSIONAL PROFILE

An experienced, highly motivated and flexible Middleware and IT Infrastructure Engineer with over 20 years experience in designing, delivering and management of Web/Application and Middleware systems on a variety of Windows (2008 / 2012) and Linux (RHEL) servers. With a good working knowledge of platform architectures (web, application, database and networks) that are hosted both on-premise and in cloud environments. A strong technical background who works well under pressure and is able to pick up work quickly. Enjoys the challenge of delivering automated solutions to regular tasks, such as Platform deployment, thus enabling efficiencies. Finds fulfilment in being involved in Projects where he has an input into the design, implementation and deployment of those systems from development right through to Production.

INDUSTRY SKILLS AND AREAS OF KNOWLEDGE

Soft Skills

Problem solver
Effective team member
Familiar with ITIL Principles
Agile Project Management

Waterfall Project Management
Good Communicator
Customer focused
Incident and Change Management
Team Player

Technical Skills

Agile PM Foundation (DSDM)
Apache Tomcat
Apache HTTPD
Atlassian Confluence
Atlassian Jira
CMS Systems
Checkpoint Firewall
Exposure to GIT and Docker
DevOps tools and Automation
DNS (BIND)

IBM MQ
Jenkins
Microsoft IIS
Networking and Firewall Principles
Oracle Weblogic
Oracle iPlanet
PKI and TLS/SSL Certificate Management
Red Hat Enterprise Linux Admin
Redhat FUSE ESB
Redhat JBOSS

Redhat Openshift
Secure FTP
Shell Scripting Bash
Server Security Config Baselines
System Monitoring
T24 Banking Systems
User Authentication methods
Windows Server 2003, 2008 and 2012
administration and networking
Windows 7 and 10 working knowledge
Windows Shell Scripting and Powershell

EMPLOYMENT SUMMARY

MetroBank PLC – Contracted via WBMS Global

May 2019 – Present

IT Operations – Digital Specialist

Providing support for BAU system as well as working on projects for key banking systems.

Responsibilities included but not limited to:

- Supporting and maintaining the Banks systems on a day to day basis
- Support weekly releases to live production systems
- Monitor and troubleshoot key banking system using a variety of monitoring tool like Splunk and Uptime.
- Document procedures and ensuring that they are up to date, filling in any gaps and making information clearer where possible in current documentation.
- Take responsibility for the core servers supporting the banking systems and networking infrastructure, managing incidents, troubleshooting and resolving issues.
- Building relationships with other teams/departments and internal customers.
- Implementing best practices for digital platforms to support the growth of the platforms in the upcoming months/years
- Working on and resolving 3rd line issues relating to the digital platforms.
- Working on Business led projects.
- Primarily working on Linux based operating systems however able to also work on Windows based systems due to experience in previous roles.
- Mentoring and supporting my colleagues especially new starters.

Key achievements, projects and releases supported:

- Picked up and grasped the working of core banking systems. This allowed me to update and enhance the support documentation within Sharepoint, create new Wikis and allowed me to support the business with new found information.
- Identify issues within the log shipping process. I was able to come up with remedial actions to the process which ships logs from critical systems for the business to interrogate when investigating production issues. This reduced the number of incidents/request logged with the IT Operations team for supply logs.
- Sharing of information. Using my previous experience and skills I was able to pick up a good understanding on how the systems were integrated and their workings. This allowed me to help skill up newer members of the team and accelerate their understanding by the transference of this knowledge.
- Involved in a successful Disaster recovery exercise. I was involved in the preparation and implementation of the DR exercise. This involved reviewing and updating procedural documentation so that other colleagues could follow this during the exercise which was a success

Prudential PLC (PGDS) - TUPE transfer to TCS in May 2018
Web Infrastructure Middleware Team - Technical Project Lead

Nov 2017 – Nov 2018

Provided design consultancy and solutions for projects that require new infrastructure for Web and Middleware platforms.

Responsibilities included:

- Building Solutions on Red Hat Linux and Microsoft Windows Server 2012 platforms with Web and Middleware tiers
- Investigate and design new processes to improve efficiencies within the team including new tools like GIT, JIRA and Confluence.
- Working as part of a diverse team to achieve the right result for each sprint.
- Working on projects using Agile Methodologies, JIRA, Confluence and Kanban boards. This also entailed participating in daily scrum meetings, going through task progress and any blocked pieces of work. I was also actively involved in sprint planning and wash up meetings.
- Upgrade systems in line with frequent product upgrades and legislation changes.
- Prioritise & balance workload, making good use of time to achieve organisational and personal goals.
- Independently learn and expand product, technology and soft skills knowledge to suit the Project/Sprint.
- Establish relationships with customers to develop strategic partnerships and to help them achieve their goals.
- Use methodical and pragmatic approach to problem solving analysing, researching, identifying and then evaluating issues which then allowed me to tailor an appropriate solution for the issue at hand.
- Use my expert knowledge on the Wealth Systems to aid resolution on issues encountered.

Key achievements, projects and releases supported:

- Worked on one of the first truly agile projects within Prudential. This was to upgrade the wealth systems from JBOSS Community edition to JBOSS 7 EAP. This allowed the latest vendor revisions to be installed and new functionality used.
- Design Windows Server 2012 IIS 8 environment build powershell scripts. This entailed delving in to power shell scripting and creating a reusable script to build an IIS platform. This allowed the script to be called when building environments in Azure or AWS reducing the environment build time.
- Key resource in implementation and management of an upgraded wealth system. Using the knowledge I had gained in building and supporting this platform previously it allowed me to guide the 3rd party vendor through best practices and how to integrate the new version within the existing systems to minimise downtime.
- Produce clear and concise documentation for the project in confluence. Utilising my skills in writing documentation I produced guides and environment diagrams that enabled other team members to build and support the systems.
- Streamline batch processes. Re-designed batch scripts to take automation into account in transferring exports from the wealth systems. This reduced fulfilment time and gave a better picture of the timings of the process.

Prudential PLC (PGDS) - Web Infrastructure Middleware Team - Technical Specialist

Dec 2008 – Nov 2017

Providing support for BAU system both in and out of hours for Prudential. My role extended to become a Technical Project Lead and a Mentor within the team from Jan 2015 onwards. Responsibilities included:

- Ensure that the platforms run smoothly on a day-to-day basis by pro-active management of the infrastructure through housekeeping activities and monitoring. This was done for Windows Server 2008/2012 as well as RHEL Servers.
- Perform on going auditing of the platforms to ensure that they are kept up to date with software and security patches.
- Identifying and highlighting platform issues to the relevant support areas.
- Work with the application support teams and business units to facilitate minor infrastructure changes (e.g. SSL/TLS certificate updates, firewall rules), supporting project releases, webserver container configuration, platform deployment, problem determination and resolution. Included liaising with external vendors during problem determination.
- Working knowledge of a number of systems outside of our control like Oracle Databases, Microsoft SQL Databases, GIT, Docker, Active Directory, Firewall Rule bases, Networking Principles, VDI's and Citrix. This allowed me to pinpoint issues that may have fell with other systems that our platforms interfaced with.
- Investigate and design new processes to improve efficiencies within the team.
- Supported and maintain a wide range of platform including Apache Web and Tomcat, Redhat JBOSS Community and EAP 7 editions, Oracle Weblogic 11g/12c, Fuse ESB, IBM MQ and many 3rd party software systems.
- Mentoring and training of all team members in order to get the whole team skilled up on supported systems and to remove single points of failure within the team.
- Work with the business areas to architect new systems. Requiring engagement with various areas of the organisation as well as external consultants in order to understand the requirements, interpret these and deliver them.
- Create and maintain clear and comprehensive documentation for all supported systems.
- Use of monitoring and testing tools for example HP Sitescope, Empirix Onesight, Oracle etester, Selenium and Loadrunner.

Key achievements, projects and releases supported:

- Subject Matter Expert on multiple systems. Using my own drive for knowledge to skill myself up on a number of systems we supported to the level of SME. This allowed me to provide better support for the business and to my colleagues both in an out of hours. SME on PKI SSL/TLS, Windows Server 2003 (IIS6), 2008 (IIS7) and 2012 (IIS8), Redhat JBOSS v7, Security Hardening on Windows Servers, Secure File Transfer and IBM MQ.
- Technical Project Lead for a number of high profile projects which included but were not limited to the following
 - Make live new Wealth Platform. Build, configure, document and make live new systems for Prudential PLC on JBOSS, Apache Web, IIS and Weblogic 12c platforms. I became and SME on this system and in turn trained the rest of the team in supporting this both in Web Ex sessions and via comprehensive documentation.
 - Consolidating all External SSL/TLS Certificates with a new vendor. By reviewing prospective vendors and then choosing the new vendor using criteria like cost, ease of use of their product and what they could do for the business. We improved management of the certificate estate, the certificate issuance process and created a cost saving of over £250k.
 - Upgrading legacy IIS systems from Windows Server 2003 IIS 6 to Windows Server 2008 IIS 7 and then later on to windows server 2012 IIS 8. This included design, security hardening and process improvement. Once complete the new systems were not only compliant but ran more efficiently.
 - High Availability switching for Windows 2012 Servers. Utilising Jenkins I created automated scripts to switching between Blue and Green servers for Web Services. This allowed the business to release code to a “Staged” server, test the code and then use Jenkins to make the staged server live and the live server staged for the next cycle.
 - Migrated customer-facing content from Windows 2012 servers to a different CMS (Adobe Experience Manager). Configured web servers to remove Content and leave application code intact, including DNS updates, SSL Certificate creation/issuance and reconfiguration of IIS 8. This allowed the business to have their content hosted on AEM and the application code hosted on IIS with seamless integration.
- Participation in the team on-call rota. Due to quick self-development to understand technologies we supported as a team I was added to the on-call rota within a short period of joining the Web Application team.

Prudential PLC (PruTech) - Web Hosting and Messaging Team (Networks)- Infrastructure Specialist
Prudential PLC (PruTech) - Web Hosting and Messaging Team - Infrastructure Technician
Sainsbury's PLC - Technical Helpdesk First Line Engineer
Sainsbury's PLC – Various Positions

Apr 2004 – Nov 2008
Jun 2001 – Mar 2004
Jan 1999 – May 2001
Nov 1990 – Jan 1999

VOLUNTARY WORK

Scouts, Assistant Beaver Scout Leader, Beaver Scout Leader, Assistant Cub Scout Leader

2011 – 2014

- Planning and budgeting activities for children attending meetings. Ensuring the safety of Children, helpers and parents for both onsite and offsite activities. Leading and instructing Helpers, Young/Adult Leaders as to their role in helping with offsite activities.

EDUCATION

Over the years I have attended many course with companies such as QA, Knowledge base and APMG and attained the following: Agile PM foundation, IBM MQ fundamentals and Administration, IIS 8, 7 and 6 Administration, Oracle Weblogic 11g and 12c Administration, IBM Platform Symphony, Python scripting fundamentals, ITIL Foundation.