

SamAkroyd

An innovative, experienced IT Professional with an eye for detail. Technology and end-user focused with a natural ability to easily communicate at all levels. Self-motivated and highly driven, a result focused achiever with a proven track record in delivering a variety of IT solutions.

SKILLS

Microsoft

- + Windows Server 2000 to Server 2012 R2
- + SQL 2000 to SQL 2014
- + Microsoft Exchange from 5.5 to 2013
- + Active Directory
- + Powershell 3.0 onwards

Virtualisation & SAN

- + VMWare ESX/ESXi 3.5 to 6.0
- + HP / IBM / EMC SANs (Fibre / NFS / iSCSI)

Cloud

- + Amazon Web Services

Linux

- + Solaris / RedHat / Oracle Linux

Other Software

- + Citrix XenApp, Metaframe 4.0 to XenApp 7.5
- + Symantec Endpoint Protection / McAfee EPO
- + Web Filters (BLOXX / Websense / Clearswift / Barracuda / WebMarshall)
- + Email Filters (Symantec.cloud / Clearswift / Barracuda / Mimesweeper)
- + IBM Domino / Notes

Networking

- + Cisco Switches / Routers / ASAs

KEY ATTRIBUTES

- + Proven track record of mentoring and developing colleagues
- + Enthusiastically collaborate in knowledge transfer across multi-disciplinary teams.
- + Strength and vigour to manage multiple projects to a successful outcome.
- + Continued success in delivering quality Service Level Agreements and Operational Level Agreements.
- + Ownership of, and dedication to, resolving issues & conflicts of understanding.
- + Outstanding communication, planning & problem solving skills.
- + Excellent customer focus, passionate about exceeding expectations.

EMPLOYMENT

Mar 2014 - present

INFRASTRUCTURE IT ANALYST – Stagecoach Services

- + **Team Mentoring**
Point of contact for team-based queries and training on business infrastructure and applications for an infrastructure team of 3.
- + **Solarwinds Implementation**
Stagecoach required monitoring across its 500+ strong server estate to provide visibility and forecasting
- + **Web Proxy**
Introduction of fault tolerant, highly available web proxy supporting 5000 users.
- + **System / Server Upgrades**
Technical lead on most server infrastructure projects, ranging from physical replacements (Windows and Linux) and VMWare cluster upgrades
- + **3rd Line Infrastructure Support**
Point of contact for all Field Service Engineers for server issues, file server management, VMWare clusters and Citrix issues

Jul 2013 – Mar 2014

SERVER ENGINEER – Betfred

- + **Symantec Endpoint Deployment**
Deployed Symantec Endpoint to over 12000 devices with no business impact during work
- + **Infrastructure for International Venture – 2 week implementation**
This included 6 node VMWare cluster, IBM v7000 SANs, tape-based backup solution and new domain. Racking, cabling, installation and documentation completed within time frame
- + **3rd Line Infrastructure support**
Supported over 1600 UK-based retail shops and web and mobile backend

Aug 2010 – Jul 2013

TECHNICAL SUPPORT ANALYST – Styles & Wood

- + **IBM SAN Storage Implementation**
Acting as both the project manager and technical lead I implemented a new IBM v7000 SAN for both physical and virtual servers seeing the project through from business cases, to stakeholder interaction and finally to the system implementation.
- + **Citrix XenApp 6.5 Upgrade**
Using a VMWare and a SAN backend a new 300 user Citrix farm was created based on XenApp 6.5 supporting up to 300 thin client users.
- + **Domain Upgrade**
Upgraded domain from 2003 to 2008 R2 over multiple offices
- + **3rd Line Infrastructure support**
Supporting 500 users and 100 virtual / physical servers across the UK.

Jan 2009 – Aug 2010

2ND LINE SUPPORT TECHNICIAN – Styles & Wood

- + **Company Wide Printer Refresh**

New print servers and printers across 3 offices

+ **Desktop and Laptop Imaging**

Using WDS, I standardized the company build and trained 2nd line staff.

+ **2nd Line Desktop, Server and Remote Support**

Escalation for 1st line and overflow for 3rd line support when required

Jan 2008 – Aug 2008

SUPPORT ANALYST – Inventive Leisure

+ 2nd Line EPOS, network and desktop support to 58 remote sites

Aug 2006 – Dec 2007

1ST LINE SUPPORT – NHS Hampshire Primary Care Trust

+ 1st line of support for over 4000 NHS employees

EDUCATION

Dec 2015

WAUK, Oldham

AWS CERTIFIED SOLUTION ARCHITECT: ASSOCIATE

Feb 2011

QA, Manchester

ITIL FOUNDATION (V3) CERTIFIED

Jul 2006

University of Salford

BSC (HONS) COMPUTER SCIENCE & INFORMATION SYSTEMS

Jul 2003

Marple College

3 A-LEVELS

English Language (C); Modern History (D); Computing (D)

Jul 2001

Offerton High School

11 GCSE A-C

Maths (B); Science (BB); English (BBC); History (A); ICT (A); Graphic Products (A); German (B); Business Studies (C)

COURSES

2016

VMWARE VCP6-DCV FASTRACK, Firebrand, Cambridge

2013

CISCO ICND2 (CCNA) QA, Manchester

2012

CISCO ICND1 (CCENT) QA, Manchester

2011

CITRIX XENAPP 6 ADMINISTRATION QA, Manchester

REFERENCES

Available on Request