

Summary

After over ten years of System Administration experience with a minor development role, I have recently moved into the Development team.

I work with Microsoft Operating Systems, including seven years of Lotus Notes/Domino experience. I am an open source advocate at work introducing Cygwin to the work place, as well as utilising Perl and PowerShell to automate application monitoring. At home I keep abreast of the latest technologies and increase my knowledge of them by teaching myself through a project-based use of each new technology I am interested in.

Technical Skills

Programming languages: C#, ASP.NET, ASP Classic, Lotus Script/Formula, JavaScript, UNIX and DOS script, PowerShell, Perl, PHP, working knowledge of Python.

Databases: SQL Server 2005, Oracle 11g and MySQL 5.

Web Servers: IIS 5 and Apache.

CMS: WordPress and MovableType.

Tools: Visual Studio 2005/2010, ReSharper, MSBEE, Visual SourceSafe, System Internal tools (Process Monitor, DebugView and Strings)

Messaging: Lotus Notes/Domino 4~8.5, Lotus SameTime 3/6, MailSweeper for SMTP, CA Message Manager, Postfix, Dovecote, SpamAssassin and Squirrel Mail.

Operating systems: Windows 3.x, 9x, 2000, XP and 2003; DOS and Fedora Core Linux, OS X 10.4-10.6.

Fax: RightFax 7-9 (w/ FoIP).

Misc: SQL Server 2005 Reporting Services and Integrated Services

Employment

July 2005 to Present

Mizuho Corporate Bank, London, England

Developer 05/2010 to present

- Centralised logging framework - We were unable to use existing off-the-shelf solutions because of Information Security restrictions. I designed the database to handle a high volume of concurrent logs and developed an application which self-registers and logs events through a web service (SOAP) or stored procedure (ODBC) to account for new and legacy applications. I created a console for support teams to view logging events in different ways, by timeline, severity or application. The framework was designed with per-application data archiving and uses Microsoft's own severity categorisation (Warning, Error, Fatal, etc) so aid the support teams' understanding of logging events.
- Customer Helpdesk - The business banking support staff required a call logging and issue tracking application. I developed an interface that allowed our staff to track new issues or queries. Depending on the nature of the helpdesk call SLAs are assigned against this. The resolution date along with subsequent follow up tasks are set to avoid weekends and UK public holidays. Emails are automatically sent to staff as the threshold of an SLA approaches.
This system has helped our staff to track on-going issues and to avoid continuity problems during staff absences.
- XPages migration - I'm leading the migration of our Lotus Notes based applications to web based technology using IBM's XPages (JSF/JavaScript based).
- I worked with two colleagues to patch 70 user-written applications to connect to a new datastore. The challenge was to fool the application into thinking they were still connecting to the original datastore. The original schema and data dictionaries had been lost which meant creative thinking to produce a workaround.
- I worked with a small team migrating a financial products management tool from Access to ASP.NET. Responsible for styling the user interface and creating ETL (SSIS)

packages to import historic market data and SSRS reports to allow on-demand analysis of evaluations and simulations.

- I maintain and enhance legacy (ASP Classic/Crystal Reports) data warehouses.
- I maintain and enhance Lotus Notes applications with advanced workflow functionality.

Lotus Notes Analyst 07/2005 to 05/2010

- Developed daily monitoring script to replace a manual check that took over an hour.
- Internal Lotus Notes trainer; producing all training material and providing multiple levels of training for new starters and for power users.
- Upgraded entire client user base to Lotus Notes R6. Also back ported features from the beta R7 product to be utilised in the R6 UI. Advised colleagues in other branches on best approach to Lotus Notes/Domino upgrade to R6.
- Reintroduced Instant Messaging to the company, acting as an evangelist to promote the validity of IM in the corporate environment.
- Deployed mail archiving and compliance application (CA Message Manager) used to reduce impact of over 300K messages a month on storage.
- Produced positioning whitepapers advising to decline upgrade to Lotus Notes/Domino R7 and to utilise Server Admin Plus to save on man hours spent managing servers as well as reducing errors by automation of specific processes.
- Reporting technological innovations and potential threats to immediate team as well as Business Security function.
- Assisted in creating infrastructure for 4 geographically remote expansion sites and new company offshoot site.
- Created project plan, strategy and procedural documentation to migrate entire Messaging and Lotus Notes Application infrastructure to new data centre outside of the M25.

April 2003 to July 2005

Computer Sciences Corporation Ltd, London, England

Expert Support Engineer

- IBM Certified System Administrator – Lotus Notes/Domino 6/6.5 (CLP).
- Department of Health (70+ servers 6,500+ users): Developing tools to recertify over 6,500 users to a single organisational until. This includes tools to manage the lack of Administration Process integration in SameTime and Quickplace. Produce documentation and training material for 2nd and 3rd line colleagues.
- Henderson Global Investors and AMP (15+ servers 2000+ users): Separated the two entities. This involved redomaining, recertifying users and servers and reconfiguring SMTP gateways
- JPMorgan/Chase (950+ servers 260,000+ users): 3rd line Support, specialising in resolving long standing, very difficult problem calls to close.
- London AMP (7+ servers 400+ users): Migrated employees to new infrastructure (Mail, Apps, Fax and External server) as part of BNP Paribas acquisition of Cogent.
- CSC Internal (70+ servers 20,000+ users): Developed tools to enable the Notes migration of employees from NT/W2K servers throughout EMEA onto one OS/390.
- BAe Systems (20+ servers): Developed performance analysis and capacity planning tool in Perl.

The following roles were undertaken as part of the company's graduate programme:

Technical Architect 10/2002-04/2003

- Designed technical infrastructure for Airbus Industries to total of £500K.
- Produced technical infrastructure for BAe System global asset management initiative.
- As part of CSC's drive to produce global standards I was responsible for:
 - Producing licensing guide for RDBMS (Oracle, DB2 and SQL Server).
 - Evaluating and reporting on RDBMS and storage technologies (DAS, NAS and SAN).

Lotus Expert Support Engineer 02/2001-10/2002

- Supported server related issues.

NT Expert Support Engineer 09/2000-02/2001

- MCP NT 4.0 Workstation
- Supported both desktop and server related issues.
- Developed holiday management Lotus Notes application which was rolled out to the entire business unit.

1998 to 1999

University of North London, London, England

Computing Officer (Part time – performed whilst completing my degree)

- Provided first line support for Unix queries.
- Maintained 40 XTerminals and 14 workstations.

1996 to 1998

West Teleservices, San Antonio, USA

Network Engineer

- Installed, configured and managed 40 SCO Unix servers based at 6 call centres across the United States.
- Developed server health monitoring toolkit.

Technical Qualifications

2008 ISEB Certificate in Information Security Management Principles (ISMP)

2004 IBM Certified System Administrator – Lotus Notes/Domino 6/6.5 (CLP)

2002 Defence Vetting Agency extended security clearance until 2011

2001 Customer Care Champion, CSC, Birmingham, England

Education

2000 BSc Computer Sciences (Hons.) 2:1.

University of North London (London Metropolitan University), London, England.