

Kevin Edwards

Technical Analyst / System Administrator

Summary

I have gained in depth Project, Management, Technical, and Customer Relationship skills, along with technical hands-on experience over the last 25 years as a freelance IT/Business Analyst/Management Consultant, and consider my experiences gained to be a valuable asset to share with my employer during the course of my many contracts. I am adaptable to variations in working roles, environments, practices and procedures and am able to advise and enable changes to these when required. I have good communication skills and when coupled with common politeness enable me to converse with personnel at all levels within an organisation. I have enjoyed successful performances in some very high-profile roles within well known organisations, and within each role I strive to add value to projects offering solutions and changes to designs where appropriate in order to provide more cost-effective solutions and service delivery hence my many repeat and long term contract extensions.

Contracted Roles

- Project Manager
- PMO Analyst
- Business Analyst
- Project / Product Implementation Consultant
- IT Manager
- Help desk / Customer Services Orchestrator
- 3rd/4th Line Network / Server Consultant
- Systems Migration Consultant
- Network / Server / Desktop Architect
- Active Directory Consultant
- 1st/2nd/3rd Level Desktop Support Analyst
- Technical / Financial Software Trainer / Co-ordinator / Author
- Wintel Analyst

Further Education

- 1978 to 1982 - City and Guilds Radio, Television, and Electronics Mechanics 222/224
- 1991 to 1994 - HNC Business and Finance
- 2018 to 2019 – Agile Practitioner

Training Courses Attended

Microsoft Exchange 2007, Microsoft Office 2012, Microsoft Office 2003, Microsoft Windows 2003 Server, Microsoft Windows 2008 Server, MCDST – Windows XP, ITIL Awareness, Prince 2 Intro course, Currently home studying for AGILE Practitioner qualification.

Personal Info

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LinkedIn

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Skills

Project Management

very good

IT Management

very good

IT Analyst / Consultant

very good

IT Systems Administrator

very good

Wintel Analyst

very good

Liaising at all levels

very good

Team Player

very good

Personal Skills

very good

Windows Server

very good

Linux Administration

average

VMware

average

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Contract History

February 2018 to Present Day

Bakkavor – *Spalding, Lincolnshire*

Technical Project Delivery Analyst / Business Analyst / Project Manager

A hands on technical role incorporating the development of technical IT projects from an 'idea' adopting a variation upon Prince 2 methodology, managing stakeholders and third-party suppliers, Business Analysis, requirements gathering, designing technical solutions, agreeing pricing and specification, and delivering final solutions to the business units to agreed timescale and cost. Successful projects include Windows 10 roll out, Windows Server 2016 migrations, and CheckWeigher factory systems roll out. The role in its entirety involved many and varied technologies to include Skype For Business for Video Conferencing between remote sites, Checkweigher Systems, Aerohive Wi-Fi for remote building to building connectivity, builds of Windows Server 2016, Windows Server 2012, Windows 7, and Windows 10 Pro Desktop, System Administration duties to include Active Directory, Group Policy, and User management. Role extended to include systems/process evaluation for security compliance in line with new GDPR (General Data Protection Regulation). Project Management using Workfront.

December 2017 to End January 2018

ABM Catering Limited – *Warwick, Warwickshire*

Interim IT Manager / BAU Systems Administrator

A short-term contract to support and manage the internal IT operations including Procurement, Infrastructure Support, Systems Administration and BAU. Reporting directly to the Finance Director, requirements were to run the IT department following the previous IT managers sudden departure. Day to day duties involve system maintenance of the Windows 2012 servers, system administration to include managing Active Directory services, MS Exchange 2013, Project implementation to improve system security and auditing, managing 3rd party suppliers for the VOIP system and Microsoft Office 2016, restructure and configuration of SAN and off site replication methods for DR purposes using ARCserve, and Laptop and Desktop builds of Windows 10, SwipedOn door sentry, and Watchguard Firewall incorporating OpenVPN 'road warrior' access, and Ubiquity Enterprise Wi-Fi. Other duties include auditing, hardware/software, mobile device configuration, DNS (internal/external) and DHCP, also providing technical guidance and recommendations for the future. I aided in the recruitment process and interviewing for the replacement IT Manager role. Contract ended as expected due to new permanent IT Manager secondment whom I brought up to speed prior to my departure.

August 2016 to April 2017

AB Foods (Associated British Foods PLC) – *Peterborough, Cambridgeshire*

PMO Analyst / BAU / Systems Administrator / Technical Consultant

Contracted as an interim Technical Project Management Office Analyst, heading up various major infrastructure projects for ABF. The role involved the analysis and timely implementation of requirements from the various business units, identifying caveats in design/implementation,

Successes

- Scales Systems Implementation
- Skype for Business Implementation
- Windows Server migration 2008 to 2016
- Building to Building Wireless Connectivity
- Active Directory Maintenance & Policy Changes
- BAU Support

- Maintain IT Management duties & document practices & Procedures
- System maintenance
- Active Directory reconfiguration & document accordingly
- Make suitable recommendations for further systems development

- Assisting PMO functionality
- Building systems to agreed project specification
- BAU Systems Support

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Contract History (continued)

liaising with personnel at all levels, liaising with third parties, negotiation of requirements and dates, creation and delivery of business change and also the technical delivery of projects. The projects were many and varied but included File & Print Server Migration, Maintaining & Updating the system security model, and system patching. The role was also hands on so I have been regularly working with VMWare, Hyper-V, Windows server up to 2012, SCCM, SCOM, Office 365, and Assyst. Also responsible for maintaining the DR plan in accordance with ISO27001 using CommVault for backup and restoration purposes.

February 2015 to June 2016

FIS Global (Fidelity Information Systems) – *Leicester, Leicestershire* *Wintel Consultant, Systems Administrator / PMO Support Consultant*

Contracted by US-based banking and payment technology provider to provide Wintel System administrative duties and PMO support in the finance / banking sector for Sainsbury's Bank. Duties involved managing Wintel projects, the design & build 2008/2012 operational servers, design & build of 2012 Bastion servers for security hardening, co-ordinating support staff, Linux, and AIX teams in respect of the Sainsbury's project, delivering hands on training to the Wintel Support Team, creating and documenting processes and procedures and supporting the project office in their daily duties. Technical duties involved administering a virtual Wintel server estate of some 160+ servers, comprising Windows 2003, 2008, and 2012. Normal administrative duties include managing DNS, DHCP, and Active Directory. Other duties include managing CommVault backups for company-wide data backup / Disaster Recovery, VMWare 5.5 hosting most operational servers, McAfee anti-virus, IBM Control-M, Logrhythm SIEM, Solar Winds, server patch management WSUS, analysis of Qualys PCI compliance reports and remedy all vulnerabilities adhering to the set ISMS controls, VM server builds, Change Management, and break-fix. This contract was initially for 3 months but a series of extensions took this to 18 months. Support, Incident, and Change Management performed using ServiceNow.

November 2014 to February 2015

(LGO) Local Government Ombudsman – *Coventry, Warwickshire* *Project Manager / Project Delivery Consultant*

Contracted to provide management and technical guidance for two major projects, involving office moves within Coventry and York. This role involved liaising with internal staff and 3rd parties to maintain agreed time lines, procurement of required equipment and the P2V transposition of physical servers to a new VMWare 5.5 environment, co-ordinating the implementation of fibre cabling into both buildings, and regular progress reporting, consultation, and negotiation with high level management is also a key function of my role within the LGO. During any spare time I was cleaning up active directory and implementing DFSR for the purpose of roaming profiles for users frequenting satellite sites or working from home, also providing other 3rd level support duties.

Successes

- 3rd Party Liaison through to project completion
- Hardened server security systems
- Maintained CommVault DR solutions
- Delivered applicable training to support personnel
- BAU Duties
- Implemented all office move projects
- Managed all relevant 3rd parties to deliver timely infrastructure solutions
- Hands on active directory development by group policy
- BAU Duties

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Contract History (continued)

December 2011 to November 2014

Perkins Engines (Caterpillar) – Peterborough, Cambridgeshire
Wintel Analyst / Business Systems Consultant

Here I was contracted to provide Wintel Systems Configuration Management, Deployment, and Support Services for Caterpillar's multi-domain AD, Microsoft 2008 active directory network of some 3000+ servers, VMWare server deployment and administration, project design, development and implementation to comply with ITIL guidelines and Caterpillar's own RFC. All support tickets were managed using Remedy. My BAU responsibilities were for Change Request Creation and Management, assessing business impact and continuity during change windows and ensuring business as usual. Windows Server 2008, 2003, and 2000 utilised including Active Directory management and the creation of security policies and access management, along with a Citrix Presentation Server, VMWare 5.1, Vmotion, Veeam, and Lotus Notes 8, also to provide assistance in strategic discussion and design of the Windows server deployments and action support tickets in Remedy. Duration initially for 3 months and further extended to 3 years.

August 2011 to November 2011

SIMS Metal Management – Long Marston, Warwickshire
Technical Systems / DRP Development Consultant

This short-term contract was to eradicate Active Directory replication errors. Contract extended to develop and implement a DR solution in compliance with ISO27001 for this multi-national organisation. Processes involved information gathering and documentation of business requirements, strategic analysis, creation of supporting documentation, project plans, and templates along with systems analysis and development of recovery strategies for the purpose of DR. Also required to drive the project towards implementation by providing all information required to do so including technical administrative instruction. The contract concluded when the project implementation commenced as designed.

April 2007 to January 2011

AHDB (Agriculture & Horticulture Development Board) – Warwick, Warwickshire
IT Systems Consultant / Desktop & Server Architect

January 2007 to April 2007

MLC (Meat & Livestock Commission) – Milton Keynes, Buckinghamshire
Systems Support Consultant

July 2005 to September 2005

IBM / Boots PLC - (Head Office) Nottingham, Nottinghamshire
Wintel Technical Systems Consultant

November 2005 to December 2006

Northgate IS (Information Systems) – Peterborough, Cambridgeshire
Systems Analyst / Technical Author

Successes

- Active Directory development
- Regular liaison with overseas departments to ensure timely BAU support
- Hands on Build of servers to agreed project specification
- BAU Support in the U.S.

- Contributed to DR development
- Eradicated active directory replication issues
- Documented DR systems to meet ISO27001
- Perform Successful DR Testing

- Desktop & Server Supported

- Generated projects from ideas for various infrastructure projects

- Server Support
- Server Security Hardening

- DR development & Docs
- Server Build Docs
- Successful DR implementation

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Contract History (continued)

February 2003 to September 2004

Isotrak Limited – Milton Keynes, Buckinghamshire
Internal Systems Support Manager

August 2002 to February 2003

Nord-Anglia PIE (Partners in Education) – Milton Keynes, Buckinghamshire
IT Manager / Business Analyst

September 2001 to August 2002

ARK-H Handling Limited – Wilstead, Bedford
IT Manager / Business Analyst / Project Manager

March 2001 to September 2001

Productive Computer Insight Limited – Peterborough, Cambridgeshire -
Technical Support Consultant

September 2000 to March 2001

TWI (The Welding Institute) – Cambridge, Cambridgeshire
Business Systems Analyst / Project Co-Ordinator / Technical Mentor

January 2000 to August 2000

e-Net Technology Limited – Bath, Avon
Infrastructure Analyst / Desktop Support / Server Support

May 1999 to December 1999

Glaxo Smithkline / Smithkline Beecham – Brentford, London
Finance Helpdesk Orchestrator / Finance Application Trainer / Technical Author

October 1998 to May 1999

CompuCenter (Clarks Shoes) – Street, Somerset
3rd Level Technical / Systems Support Consultant

June 1998 to October 1998

IBM / PWC Price Waterhouse / Coopers & Lybrand – Dublin, Ireland
Systems Implementation Consultant
