

Kevin Edwards

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Technical and IT Management Professional

Technical Project Governance | IT BAU Support | IT Systems Installation & Configuration

AREAS OF EXPERTISE

Wintel Analyst
Technical 3rd Line Support
BAU Support Analyst
PMO Analyst
Technical Project Management
Business Analyst
Project Consultancy
System Implementation
IT Management
Help Desk Management
Technical Author



PERSONAL SUMMARY

Technically astute IT Support and Business Professional Consultant with over 25 years experience leading information technology, project management, IT systems support, infrastructure BAU, 3rd Level Support, as a freelance IT / Business / Management Consultant. Proven success executing IT projects, planning and development to execution and enhancement, providing cost-effective solutions and service delivery, delivering technical support to resolve issues while deploying system servers and applications, adhering to best practices and corporate governance.

A true leader and team player, able to manage global project delivery teams and build strong rapport with internal stakeholders, customers, and suppliers to drive process improvements, bottom-line gains, and a competitive advantage.

An elite communicator, able to transform strategic ideas into reality by interacting with management teams, infrastructure teams, stakeholders, and top level executives, calm under pressure.

TECHNICAL PROFICIENCIES

PROTOCOLS: DNS, DHCP, IP, SNMP, FTP, SFTP, SMTP, POP3, IMAP, HTTP(s), VOIP

OPERATING SYSTEMS / SOFTWARE: Windows 7, Windows 10, Windows Server 2003, 2008, 2012, 2016, Centos Linux 5 to 8, Kolab 16, Sharepoint, CommVault, Proofpoint, Ubiquity, PF Sense, IIS, Apache, Asterisk, OpenVPN, VMware ESX v3 to v6.7, Veeam v9 to v10, Hyper-V, Thunderbird, Firefox, LibreOffice, Office 365, Active Directory, FSMO, DFSR, Exchange, ASSP, PFSense, Mimecast,

HARDWARE: Dell, HP, Lenovo, Ubiquity, Grandstream, TP-Link, NAS,

PROFESSIONAL EXPERIENCE

XPO, Crick, Northamptonshire – November 2021 to Present Day

TECHNICAL INFRASTRUCTURE PROJECT MANAGER

Contract position to cover maternity leave. Providing Project Management tasks based on Prince 2 methodologies, managing IT Infrastructure projects for moving business sites, new sites, and new company acquisitions, coupled with technical support, advice and analysis. Usual duties included management of Raid logs, liaising with 3rd party suppliers, leading conferences and workshops with management at all levels to include company directors. Other implementations include fibre connectivity solutions, VPN, Wi-Fi, manufacturing and warehousing scanning solutions, and door sentries. Also providing daily update communications to all levels within the organisation and hosting daily update conferences.

Accomplishments

- Successful implementation of new acquisitions including site works, systems connectivity, printing, and VPN access links
- Successfully created project roadmaps, leading and implementing major and high value projects
- Successfully managed up to 23 projects in the given time frame

Weetabix, Burton Latimer, Northamptonshire – April 2021 to October 2021

SYSTEMS SECURITY ANALYST

Initially contracted and then further extended to analyse SOX reports and to eradicate identified Active Directory security issues. OS involved Centos Linux and Windows server 2012 to 2019. The bulk of this has involved the identification of all User Accounts and Service Accounts, locating account usage and updating passwords to improve complexity and set new corporate standards using Thycotic Secret Server for PAM management. This has also involved amending application usage and configuration of each account and changing the passwords accordingly ensuring that there were no logon errors after the changes. Deleting unused service accounts providing evidence for accounts no longer in use and thus deleted. Documentation and Change Management has been an integral part of the role along with liaising with third party vendors and upper management.

Accomplishments:

- Successfully devised new corporate active directory security standards
 - Successfully amended 500+ service accounts
 - Successfully adhered to goal of amending all relevant accounts within given time constraints
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DHL Parcels, Coventry, West Midlands – September 2020 to March 2021

SERVER SECURITY PATCHING ENGINEER

This was a contract role working from home to devise a plan and apply Microsoft security patching to Dev, QA, and Production environment servers in compliance with Qualys reporting. Patches deployed manually, DISM, and Ivanti Security Controls. Other duties involve patch scheduling, change control, and as this is a new activity for DHL it involved careful planning, configuration, implementation, and the creation of associated administrative documentation for the house library. The role also requires the continuous liaison with product owners throughout the business.

Accomplishments:

- Successfully configured Ivanti Security Controls to match business requirements
 - Devised and Documented full patching procedures for DEV, QA, DR, and Production Environments
 - Created Run-books for unique patching deployments
 - Created server groups and schedules for patch deployment
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Cognita Schools, Milton Keynes, Buckinghamshire – December 2018 to September 2020

SENIOR BAU SUPPORT ANALYST | PROJECT DELIVERY LEAD CONSULTANT

Working from home I provided 3rd line support & BAU expertise to 40+ UK schools and the head office infrastructure. This involved everything from user management to system fault finding and rectification. Responsibilities extended to maintaining SMPT relay functionality and RTBL and access control using a combination of Proofpoint, PFSense and ASSP under Centos Linux 7. I contributed to project development activities and also conducted systems analysis providing project advice to support the PMO. I assumed accountability for planning, installing and configuring Veeam Backup & Replication v10. Remotely built 40 new ESXi 6.7 servers through HP iLO and OneView configurations. Deployed and maintained 85 VMware ESX 6.7 servers, 150+ virtual serves to include 2003, 2008, 2012 and 2016, software products such as Watchguard, Dropbox, Double First, Office 365, ProofPoint, RHEL7, and bespoke packages. I also engaged with 3rd party vendors in compliance with corporate governance.

Accomplishments:

- Technical Authoring to create 20+ project and technical configuration documentations to ISO27001 standards
 - Successfully created project roadmap, led the project and deployment, and implemented 40 new HP Servers
 - Performed the repair and re-configuration of many DNS and DHCP servers
 - Migrated 150+ virtual servers (V2V). Managed and secured the P2V conversion of 7 physical servers (P2V)
 - Successfully upgraded 40 Domain Controllers from Windows 2003 to 2016
 - Streamlined BAU strategies and single handedly upgraded 60 utility servers from Windows 2008 to Windows 2012
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Titan Atlas Limited, Northampton, Northamptonshire – **December 2018 to March 2019** (additional out of hours contract)

MESSAGING SYSTEMS DESIGN & IMPLEMENTATION ANALYST

Commissioned to build a new and replace existing messaging platform, Microsoft Exchange. Built and developed Kolab Collaboration Server on Centos 7 platform and developed customisations for corporate hosting organisation. This platform was to service 11 external customers using a mixture of Webmail, Thunderbird, Outlook and mobile clients. This involved building the Linux Centos 7 virtual server on VMware 6.1 hypervisor, incorporating virus scanning, SSL / TLS certificates, and automatic company selected mail footers. Configuration of SMTP, LDAP, IMAP to include firewall routing and creating obscure relay port options to increase security. UAT and final switchover was also within my remit. In addition I built a customised ASSP mail proxy/filtering system to filter spam, detect malware, prevent spoofing, implemented DKIM and DMARC functionality, Greylisting, DNSBL checking, and configured associated DNS / SPF / TXT records. Secure external mail relay using Postfix.

Accomplishments:

- Successful project management and delivery of all associated solutions
 - Successful build of complete messaging system solution
 - Successful deployment and implementation of messaging system
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Bakkavor, Spalding, Lincolnshire – **February 2018 to December 2018**

TECHNICAL PROJECT DELIVERY ANALYST | BUSINESS ANALYST | PROJECT MANAGER

I was responsible for generating technical IT projects from an 'idea' following Prince 2 methodology and collaborating with stakeholders and third parties, adopting ITIL best practices and change management processes. Planned and executed projects and identified risks to meet specific success criteria and project goals within agreed constraints and budgets using WorkFront. Identified and exceeded business requirements and determined appropriate solutions to business problems. Assessed and mitigated impact of risk through risk analysis. Controlled budgets to ensure overall operations fell within allocated budget. Managed systems, including software, hardware, servers and workstations. I also provided better centralised management and configuration of operating systems through group policy deployment, and successful configuration / deployment of MS Sharepoint.

Accomplishments:

- Successful management and delivery of projects using Workfront
 - Achieved all project deployments within assigned budgets and time constraints
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ABM Catering Limited, Warwick, Warwickshire – **December 2017 to February 2018**

INTERIM IT MANAGER | BAU SYSTEMS ADMINISTRATOR

To optimise internal IT operations to include hardware procurement, infrastructure 3rd line support, IT Systems Administration, to conform with BAU. Managed and organised a small team of 6 to meet overall IT job protocols. Conducted performance evaluation and performance reviews based on identified KPI's, development discussions, and employee appraisal. Provided staff members with effective training program for performance optimisation. Conveyed technical information by managing technical systems reporting. I assumed the responsibility for Ubiquity Wi-Fi management. Enhanced corporate security levels through OpenVPN implementation.

Accomplishments:

- Managed and organised staff members to meet overall job protocols, improved and enhanced staff performance levels by evaluating their performance via staff appraisals to achieve targets.
 - Redesigned, Streamlined, and deployed active directory group security policies incorporating additional controls to user and computer accounts
 - Maintained and reconfigured email systems to enhance security using DKIM and enhanced SSL usage
 - Developed strategies for the seamless deployment of system upgrades
 - Achieved successful deployment of OpenVPN for secure remote access
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AB Foods (Associated British Foods PLC), Peterborough, Cambridgeshire – **August 2016 to April 2017**

PMO ANALYST | BAU | OPS SUPPORT | SYSTEMS ADMINISTRATOR | TECHNICAL CONSULTANT

FIS Global (Fidelity Information Systems / Sainsbury's Bank), Leicester – **February 2015 to June 2016**

WINTEL ANALYST | SYSTEM ADMINISTRATOR | CUSTOMER SUPPORT CONSULTANT

(LGO) Local Government Ombudsman, Coventry, Warwickshire – **November 2014 to February 2015**

PROJECT DELIVERY MANAGER | PROJECT CONSULTANT

Perkins Engines (Caterpillar), Peterborough, Cambridgeshire – **December 2011 to November 2014**

WINTEL ANALYST | BUSINESS SYSTEMS CONSULTANT

SIMS Metal Management, Long Marston, Warwickshire – **August 2011 to November 2011**

TECHNICAL SYSTEMS | DR DEVELOPMENT CONSULTANT

AHDB (Agriculture & Horticulture Development Board), Stoneleigh Park – **April 2007 to January 2011**

IT SYSTEMS CONSULTANT | DESKTOP & SERVER ARCHITECT

MLC (Meat & Livestock Commission), Milton Keynes, Buckinghamshire – **January 2007 to April 2007**

SYSTEMS SUPPORT CONSULTANT

EDUCATION AND CERTIFICATIONS

University of Northampton | Northampton, United Kingdom
HNC Business and Finance

Mander College | Bedford, United Kingdom
Radio Television & Electronics Mechanics 222

Luton Technical College | Luton, United Kingdom
Radio, Television & Electronics Mechanics 224

Home Study
Prince 2 (2007)

Home Study
Prince 2 (2018) currently studying for this to update my education & qualifications

PROFESSIONAL TRAINING

Prince 2 | MS Server 2016 | MS Server 2012 | MS Server 2008 | MS Server 2003 | Microsoft Office 2012 | Microsoft Exchange 2007
| Microsoft Office 2003 | MCDST Windows XP | ITIL Introduction