

Kevin Edwards

Weldon, Northamptonshire, UK | 01536 738297 | kevin.edwards@titanatlas.co.uk

Personal Website: <https://www.edwardsnet.co.uk>

LinkedIn: <https://www.linkedin.com/in/kevin-edwards-93a18314>

Technical and IT Management Professional

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

AREAS OF EXPERTISE

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



PERSONAL SUMMARY

Technically minded IT Support and Business Professional Consultant with over 25 years experience leading information technology, project management, IT systems support, infrastructure support, BAU, 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.

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.

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, Ubiquity, PF Sense, IIS, Apache, Asterisk, OPENVPN, VMware ESXi 3 to 6.7, Veeam v9 to v10, Hyper-V, Thunderbird, Firefox, LibreOffice, Office 365, Active Directory, FSMO, DFSR

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

PROFESSIONAL EXPERIENCE

Cognita Schools, Milton Keynes, Buckinghamshire - December 2018 to July 2020

SENIOR BAU SUPPORT ANALYST | PROJECT DELIVERY LEAD CONSULTANT

I provided 3rd line support & BAU expertise to 40+ UK schools and the head office infrastructure. I streamlined project development activities to attain successful criteria for project goals. I also conducted systems analysis and provided project advice to support PMO Whilst I assumed accountability for installing and configuring Veeam Backup & Replication v10. Remotely built 40 new ESXi 6.7 servers through HP iLO and OneView configurations. I also engaged with 3rd party vendors in compliance with corporate governance.

Accomplishments:

- Successfully created project roadmap, led the project, deployment, and I personally implemented 40 new HP Servers
- I performed the repair and configuration of many DNS and DHCP servers
- I single handedly migrated 153 virtual servers (V2V). Managed and secured the conversion of 7 physical servers (P2V)
- I successfully upgraded 40 Domain Controllers from Windows 2003 to 2016
- Streamlined strategies and single handedly upgraded 60 utility servers from Windows 2008 to Windows 2012
- Spearheaded the seamless repair, reconstruction and migration of 2 active directory domains
- I delivered expert-level BAU daily support

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 management.

Accomplishments:

- Successful management and delivery of projects using Workfront
 - I achieved all project deployments within assigned budgets
 - Successful project management and delivery of Skype For Business for site to site video conferencing purposes
-

ABM Catering Limited, Warwick, Warwickshire - [December 2017 to End January 2018](#)

INTERIM IT MANAGER | BAU SYSTEMS ADMINISTRATOR

I optimised and oversaw internal IT operations, including procurement, infrastructure support, systems administration, and BAU. Managed and organised a small team of 6 to meet overall IT job protocols. Conducted performance evaluation, 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:

- I 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.
 - I redesigned, Streamlined, and deployed active directory group security policies incorporating additional controls to user and computer accounts
 - I developed strategies for the seamless deployment of system upgrades
 - I achieved the successful deployment of OpenVPN for secure remote access
-

AB Foods (Associated British Foods PLC), Peterborough, Cambridgeshire - [August 2016 to April 2017](#)

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

Contracted as an interim 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, risk analysis and management, 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 and included File & Print Server migration, maintaining & updating the system security model, and system patching.

Accomplishments:

- I provided successful BAU 3rd Line Support
- Successful internal technical project delivery
- As part of the team I celebrated the successful redesign of DR strategies

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), Warwick - [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

** References available upon request