

Curriculum Vitae

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Skills Summary

1st, 2nd & 3rd line support, Active Directory, application troubleshooting, building PC's and Servers, Dependency Walker, development (Perl, PHP, VB, VBA, VBScript, JAVA, HTML, C++ etc.), DLL Hell, DNS, Exchange (2000, 2003, 2007), Filemon, InstallShield, Linux (Redhat, Fedora, SUSE, Mandrake), MSI packaging, Orca, OS migration projects, public speaking and presentations, Regmon, sales, SMS, software distribution, systems design, testing, training (classroom and within teams), unattended OS installations, UNIX, Virtual PC / Server, VMWare, Windows & Linux networking and administration, Windows (98, NT, XP, Vista, Server 2000, 2003, 2007), Wise Packaging Studio etc.

Previous Employment & Education

Date	Location	Brief Description of Duties
1 st Jul 2006 – Now	Endingen	Took a well earned break so that I could spend some time renovating my house. I have also taken the opportunity to assist with the in depth beta testing of Windows Vista, Longhorn Server, Office 2007, Exchange 2007 and MSDN Wiki (http://msdnwiki.microsoft.com)
14 th Nov 2005 – 30 th Apr 2006	XL Insurance, Zürich, Switzerland	MSI Packaging Engineer for XL Insurance assisting with migration project from Windows NT to Windows XP. - Repackaging of applications using Wise Packaging Studio and various other applications - Troubleshooting and validation of MSI applications using Orca, Dependency Walker, Regmon, Filemon, etc. (DLL Hell). - User support - Advanced troubleshooting of distributed applications on Windows XP and Windows NT. - Testing and development of applications using VMware and Microsoft Virtual PC for our test systems. - Assisting other team members to resolve software conflicts and create MSI packages. - Creation of new tools and processes in order to establish working standards within the team.

7 th Feb 2005 - End Oct 2005	Swisslife, Zürich, Switzerland	<p>Whilst businesses are making the transition from Windows NT to Windows XP I decided to work as an MSI Packaging Engineer for Swisslife assisting with their migration project from Windows NT to Windows XP.</p> <ul style="list-style-type: none"> - Repackaging of applications using Wise Packaging Studio - Troubleshooting of MSI applications using Orca, Dependency Walker, Regmon, Filemon, etc. - User support. - Advanced troubleshooting of distributed applications on Windows XP and Windows NT using tools such as Filemon and Regmon (DLL Hell). - Testing and development of applications using VMware and Microsoft Virtual PC for our test systems. - Assisting other team members to resolve software conflicts.
Jun 2003 - 23 rd Sep 2004	GIO-ES (Unilever IT)	<p>Wintel Support Engineer to over 40,000 Unilever employees across Europe covering over 5000 applications including NT, XP, Outlook, Office, SAP, Lotus Notes etc. mostly on Windows and UNIX boxes. Apart from application support for users and administrators I had the following responsibilities:</p> <ul style="list-style-type: none"> - 2nd and 3rd line support of 5000+ applications for over 40,000 Users across Europe running on Aztec NT, XP and UNIX boxes. - Building Windows XP and NT workstations. - Resolving system conflicts and other problems such as DNS, WINS, File / Directory access etc. including application problems - Regular training of users and team members. - Preparing SMS packages and providing national and Europe-wide software distributions. - Using SMS software distribution capabilities to assist with client workstation configuration management. - Creating packages for SMS using various tools such as Wise Packaging Studio and Installshield. - Assisting other team members to resolve software conflicts. - Advanced troubleshooting of distributed applications on Windows XP and Windows NT using tools such as Filemon and Regmon. - Creating specialized software distribution applications using Perl. - Testing applications using VMware and Microsoft Virtual PC. - Involved in Unilever's Migration from Windows NT, inc. Office 97, to Windows XP, inc. Office 2003, Server 2003 etc.
2002 2003	Connah's Quay	<p>Self Employed. I worked as a freelance installation & support engineer. I also set up and ran an online shop using a combination of PHP and JavaScript on a Linux server. My work generally involved the Installation and troubleshooting of hardware and software under the Windows and Linux operating systems (various flavours).</p>
2001 2002	The University of Salford, England	<p>At university we covered the following modules: Operating Systems, Systems Analysis, Object Oriented Programming with Java, UML, Data Communications, Computer Architecture, ECDL, Networking, Troubleshooting and Testing of Windows Applications.</p>
2000 2001	North Trafford College	<p>Access to Higher Education in Information Technology (11 passes with distinction - 95% and above, 1 pass at medium Level - 92%). This course provided an advanced level of knowledge into the Microsoft Windows operating system. Modules included advanced Office VBA, troubleshooting conflicting applications, software distribution using various systems, Visual Basic, Pascal and Delphi. Also worked towards an MCSE in NT Server 4 (70-067) but ran out of funding and, hence, never took the exam.</p>

1998 2000	LDS Church	Selected to train and supervise 24 representatives in presentation skills and community outreach techniques. A large amount of experience of public speaking, planning community service projects for 100+ participants, assessed needs and coordinated volunteer efforts with directors of schools, political figures and organisations, orphanages etc.
1996	Consensus I.T. Limited	Testing of early versions of Citrix Metaframe™ which was called Microsoft Winframe™ at the time. Also testing of business management systems and coordinating changes with the programming team. First and second line support of clients in order to help them resolve problems and system conflicts.
1993 1995	Various	Corporate sales with Racal Vodac (Vodafone), network installation, data input, first line support and general administration.
1992	Baron Glass (Radcliffe) Ltd.	Head of Computers. Installation and maintenance of networks and distribution of software, accounts, payroll and all other computer related work necessary to maintain a small business.
1990 1991	KB Premium Gifts Ltd.	Head of Computers and administration of an IBM CPM/86 network OS (later reworked to become PC-DOS and then MS-DOS). Supervision and training of employees, designing new production and workflow systems, integrating these new systems into the general environment.

Other Training

Date	Location	Qualifications Obtained
1996	CG Resources	City & Guilds 426 : Implement Information Technology Solution, Installation & Support (Level 3)
		City & Guilds 426 : UNIX & C Programming Computer Programming (Level 2)
1990 1991	Digital Design (International) Ltd	City & Guilds 726 : Computing in Business (Level 1)
1981 1986	St Ambrose Barlow R.C. High School	GCSE : Mathematics (C), Physics (C), English (D), Biology (D)

References

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