Abdel Denideni

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PROFILE

My experience as an IT Technician has taught me to be patient and work to perfection. To work in any environment, you must have the confidence and charisma to be able to work thoroughly and efficiently with people and adopting this approach has allowed me to be successful in what I do. I am able to function under pressure, emplace structure where necessary and prioritize between competing activities with the ability to quickly comprehend the functions and capabilities of new technologies.

I adopt a people comfort approach, which enables me to relate to people at all levels by taking time to establish a common ground. I am enthusiastic, assertive and driven by an ambition to succeed. My "can do, nothing's impossible" attitude and positive approach to situations and tasks enables me to feel confident that my skills and abilities are apparent.

SKILLS

- **Troubleshooting:** System, application and network problems, diagnose and solve hardware/software incidents/problems
- **Infrastructure**: Configuring and managing Hyper-V/VMWare 5-6.7/ESXi/VCA including migrating Physical to Virtual (P2V)
- **Wintel Configuration and Management (GUI and PowerShell)**: Active Directory, Exchange 2007-2016, DFS Replication including Shares, Group Policies, SSL Certificates, IIS, SCCM, Print management, WSUS and WDS
- **Cloud**: Office 365, Azure, AWS, Google
- **Operating Systems**: Server 2003-2016, SQL Server 2008-2017, Windows XP-10 and Mac OS
- **Node Management**: SCCM, WSUS, WDS, Shavlik, PowerShell, CMD, Group Policies and Scheduled Tasks
- **Programming**: CMD, PowerShell, ESXCli, C#, Java, CSS, HTML and SQL
- **Storage:** 3PAR, Storage Area Networks (SAN), Network Attached Storage (NAS) and Store Once
- **Networking:** LAN, WLAN, APs, 802.1x, TCP/IP, DNS, DHCP, Firewall, Managed Switches and VLANs
- **Software:** MS Office 2003-2016 (including C2R), SharePoint
- **Server Management:** Veeam, Backup Exec, Barracuda, Mimecast, F5 Load Balancer, Windows NLB CyberArk, BlueCoat, Symantec Cloud, MessageLabs, MailMarshall, GFI and Websense Triton
- **Monitoring:** SolarWinds, SecureWorks, WhatsUp Gold, DG DLP, DarkTrace, RedCloak, Cacti and SCOM
- **Security Implementation:** BitLocker, PGP, Hardening Policies, Data Loss Protection, ISO 27000/ISO 27001 policies and Auditing
- **Methodologies**: ITIL and Agile (Scrum)
- **Management:** Team leadership, management including 3rd parties
- **Change Management:** Appreciation of risk management, change management, configuration management, continuity and reliability, translating business requirements into technical solutions
- **Automation:** Automating repetitive BAU tasks including server and application installation, security implementation, new user/leaver scripts, monitoring and reporting
- **Documentation:** Standard Operating Procedure (SOP), Low Level Design (LLD) and High Level Design (HLD)

EXPERIENCE

Shawbrook Bank   Lutea House, The Drive, Great Warley, Brentwood, Essex, CM13 3BE
Infrastructure Engineer   Sep 2016 – Present

- **Security Implementation:** Implementing hardening policies across Shawbrook Bank in line with the HQ Group policy requirements
- **Monitoring:** Providing daily routine checks and administration and resolving alerts
- **Automation:**
    - Automating BAU Tasks from New/Leaver process (including GUI's)
    - VMware Server builds including post configuration bespoke to business need including Clusters
    - Automating SCCM queries, reports and software deployment
    - Managing AD, O365, IIS, RDS, Proxy, Cluster management, Veeam backup and VMWare
    - Software deployment scripts
- **Infrastructure**:
    - Deploying and configuring Windows Server 2012 R2/2016 for various business functions
    - Patching using Shavlik and WSUS
    - Administering Security groups, Group policy, Active Directory, DNS and DHCP
    - Configuring and administering infrastructure networking services
    - Installation, configuration and administration of MS SQL 2016 for business functions
    - Managing SQL, IIS, File and Print failover clustered services
- **Troubleshooting:** Investigate and resolve problems and where necessary liaise with operational software and hardware suppliers
- **Projects:** Companywide Endpoint encryption, Data loss protection, SCCM 2016 Upgrade, Server 2016 upgrade and migration, SQL 2012 to 2016 migration, Office 365 C2R Rollout including updates, AD Schema and GPO updates, Print Server upgrade including follow me printing.
- **Documentation:** Documenting processes from HLD's to SOP's

Getronics   200 Brook Drive, Green Park, Reading, Berkshire, RG2 6UB
Infrastructure Engineer   May 2016 – Sep 2016

- **Troubleshooting:** Identifying and resolve security issues according to procedural documentation
- **Monitoring:** Providing daily routine checks and administration over 300 Servers.
- **Automation:**
    - Automating BAU Tasks including AD, DFS, Exchange, O365 and SCCM
    - SQL tasks including backups/restores and maintenance jobs
    - Using EsxCLI to patch the ESXi servers, checking data stores and VCA health status
    - Daily monitoring tasks including disk space, services and SQL log shipping status
- **Infrastructure:**
    - Responsible for producing and contributing to infrastructure high level and low-level designs
    - Architecting and designing infrastructure solutions, on-premise, in the cloud or across hybrid environments
    - Deploying Windows Server 2008/2012 R2 for various business functions
    - SCCM Task Sequence/Reporting and software deployment, BIOS Configuration and patches
    - Administering Security groups, Group policy, AD, DNS and DHCP
    - Managing and monitoring DFS replication across the remote offices
    - Microsoft CA administration
    - Citrix Server administration (XenApp, Web Interface) and Citrix farms
- Liaising and consulting with application and development SME to troubleshoot application problems
- **Change:** Planning, presenting and undertaking changes to software/hardware environment as agreed with the business departments
- **Documentation:** Driving process improvement within the estate

Wavex Technology   66 Prescot Street, London, E1 8HG
Infrastructure Engineer   Aug 2014 – May 2016

- **Networking:** Administering Firewall/Switches, 802.1x technology and VLANS across the estate
- **Automation:**
    - Automating and administering BAU Tasks
    - User, Software and Hardware Audit Report
    - New User/Leaver script
    - FTP, IIS, DFS Replication and SQL management
- **Infrastructure:**
    - Deploying Windows Server 2012 R2
    - Planning, testing, scheduling and deploying patches using WSUS and SCCM
    - Implementing Security groups, Group policy, AD, DNS, DHCP and Resources permissions
    - Providing 3rd level administration and support of Microsoft Exchange Server 2007 and Office 365
    - Administering SCCM Task Sequence/Reporting and software deployment
    - Installation, configuration and administration of MS SQL 2012 for business functions
    - Administering and Managing DFS Replication across the remote offices
    - Liaising and consulting with application and development SME to troubleshoot application problems
- **Security Implementation:** Implementing hardening across the client site in line with policy requirements
- Managing incidents within a specified SLA.
- **Documentation:** Documenting SOP's

Computer Centre   49 Cricklewood Broadway, London, NW2 3JX
Infrastructure Engineer   Dec 2010 – Aug 2014

- **ITIL:** Identifying, planning and raising change request and presenting it in CAB for approval before carrying out any change to the infrastructure
- **Troubleshooting:**
    - Identifying, isolating and resolving IT problems / requests that have been raised
    - Liaising with relevant resolver groups to provide technical LAN/WAN support, system backups (servers, where required) and emergency site visits
    - Providing technical support over the phone to all IT users
- **Infrastructure:**
    - Installing and configuring Microsoft SQL server 2008 R2
    - Building the pre-production, Test, Development and Production Environment from LLDs
    - Troubleshooting site replication issues
    - Providing 3rd line (BAU) support on day to day activities
    - Installation and configuration computer systems
    - Meeting customer inquiries including Upgrades and Virus Removal
- **Monitoring:**
    - Proactively monitoring and troubleshooting the infrastructure estate
    - Daily and periodic systems checks, fault fixing, upgrades, patching and protecting systems with anti-virus
- **Training:** Ensuring that the team possesses relevant and up to date technical knowledge of the desktop infrastructure and supporting toolsets
- Resolving incidents in a timely fashion, working to agreed SLA's
- **Documentation:** Ensuring that relevant standard operating procedures and general support documentation is in place, up to date and available on the knowledge base

Ethical Media Group   14 Bonhill Street, London, EC2A 4BX
3rd Line Support   Jun 2008 - Dec 2011

- Troubleshooting computer, Network and Printer problems
- Installing and configuring vCentre Server to Manage the ESX host
- Dealing with calls to the helpdesk and resolving problems efficiently to meet SLAs
- Rebuilding and configuring hardware and performing tests
- Installation and configuration computer systems
- Managing and implementing firewall requests
- Liaising with 3rd parties to provide timely escalation and fixes as needed
- Resolving incidences from the ticketing system
- Undertaking site audits, gathering essential information, assessing the site for developments/enhancements
- Documenting processes

Canterbury College   16 New Dover Road, Canterbury, CT1 3AJ
3rd Line Support   Dec 2007 - Mar 2008

- Dealing with escalated tickets from the 2nd Line Support team
- Administering Active Directory and Exchange including NTFS permissions
- Multi-OS deployments, administration and support
- Mobile Phone setup including Company Policy and email setup
- Answering calls and resolving technical queries
- Software installation and updates
- Hardware installation and replacement
- Documenting processes

Computer Vision UK Ltd   168 Old Brompton Road, London, SW5 0BA
2nd Line Support   Sep 2006 - Nov 2007

Euro Delice   350, Edgware Road, London, W2 1EA
IT Helpdesk Analyst   Oct 2003 - May 2006

EDUCATION/QUALIFICATIONS

BSc Information Technology, Birkbeck - University of London   2014 -2017
BSc Multimedia Technology and Design, University of Kent at Canterbury   2004 -2007

Microsoft Server 2016
- **Microsoft (70-742) Identity with Windows Server 2016**   2018
- **Microsoft (70-741) Networking with Windows Server 2016**   2018
- **Microsoft (70-740) Installation, Storage, and Compute with Windows Server 2016** 2018

Microsoft Server 2012
- **Microsoft (70-410) Microsoft Certified Professional**   2014

Microsoft (70-680) Windows 7, Configuration   2014
ICT Level 1 and 2-3, OCR National   2009

REFEREES

Available upon request