

16-February 2017

Dear Sir or Madam

I am a hard-working and determined professional seeking an opportunity to succeed in a dynamic organisation such as yours. I am confident that my knowledge, ability and experience will allow me to deliver successful results for your organisation in a range of Information Technology positions

Please allow me to highlight my key skills:

- IT Systems Administrator employed by Royal Holloway University within the School of Mathematics and Information Security, and Department of Computer Science for over 10 years
- Over 15 years of IT experience in both Education and Commercial sectors supporting a varied and demanding groups of customers.
- Many years of experience speccing, provisioning, and purchasing equipment for Royal Holloway Departments with focus on long term product roadmaps, support and customer requirements.
- University Degree in Computer Network Management & Design and a college background in IT and Business.
- Aptitude for identifying and resolving complex technical issues with strong problem-solving and crisis management skills.
- Strong team-working skills and ability to lead and drive a team to reach technical goals.
- Proven ability to make sound decisions based on valid information and research.
- Able to quickly learn and understand technical subjects and quickly apply them in a practical setting.
- Entrepreneurial aspirations with a strong business focus towards organisation image, reputation and outreach.

I would also like to take this opportunity to expand on myself as an individual:

- Semi-professional photographer with a focus toward travel photography and landscapes, also portraits, events, sports and corporate.
- Self-taught Adobe Photoshop, InDesign and Illustrator skills, which I have successfully used to produce work for Royal Holloway.
- Assisted on film sets as a photographer, but have also been a supporting actor, audio technician, boom operator, camera operator, second unit director, and assistant director with credits on IMDB.
- Directed, filmed and edited my own documentary piece which was used by Royal Holloway's Department of History for a Massively Online Open Course (MOOC) entitled 'The Camera Never Lies'.
- Clean car driver's license (manual) and motorcycle license (unrestricted).

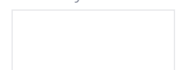
Following on from my time at Royal Holloway, I am now looking for new opportunities to take my career and life to the next level. I feel I have more to contribute, and look forward to bringing this along with my enthusiasm to a new career in your organisation.

Please find my CV enclosed for your consideration, however if you would like to know more please do not hesitate to contact me directly, or visit my website: <https://about.tfindley.co.uk>

Sincerely yours,

Tristan Findley

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Digital PDF Signature:



TRISTAN FINDLEY

SYSTEMS & NETWORK ADMINISTRATOR,
TECHNICAL SOLUTION ARCHITECT



EMPLOYMENT

Royal Holloway
University
2006 - 2017

Systems Administrator

Departments of Computer Science, Information Security, Mathematics (CIM)

The School of Mathematics and Information Security are world renowned in their respective fields. The Information Security Group's (ISG) pioneering cyber security Masters degree programme is known around the globe as some of the finest in the industry, and was recently awarded a EPSRC Centre for Doctoral Training in Cyber Security. The three departments are formed from over 70 staff, 25 researchers, 250 Postgraduates and 300 Undergraduates.

My primary responsibility is to manage and provide services to meet the IT requirements of three departments as part of a team of three. This includes mixed operating system server and desktop environments (Linux, Windows and macOS), as well as managing network infrastructure, firewalls and VPN appliances. The majority of department services are now hosted on virtualised server and storage solutions, delivering key services through the use of HA (High Availability) and DRS (Dynamic Resource Scheduler). I have managed the P2V (Physical to Virtual) migration of the departments legacy servers to the new virtualised platforms, and now manage their day-to-day requirements.

- Provide 1st, 2nd and 3rd line support to staff and students across three departments, and sometimes beyond.
- Specify, plan, purchase and provision new hardware to best support the academics and professional services over a 4-year rolling hardware lifecycle.
- Deploy and manage Desktop infrastructure using automated deployment solutions (Symantec Ghost) and Group Policy.
- Manage virtualised server infrastructure and storage platforms.
- Design and maintain Linux and Windows servers which provide critical infrastructure services.
- Research, specification and procure hardware and software solutions to meet global departmental and bespoke requirements.

Other areas of responsibility include staff training (in one-to-one and small group environments) and teaching lab elements of the courses to Information Security and Computer Science students such as 'An Introduction to Linux', which is written and delivered by me to teach new students fundamentals of the Linux operating system.

Larch Computer Services
2005

Solution Architect and Computer Technician

Larch Computer Services provided IT Support Services to business clients in Hampshire, Berkshire, Surrey, and the Thames Valley, in the form of computer service support contracts.

My position was as both Solution Architect and Technician, where I worked on IT specifications for clients, building bespoke solutions, providing these to the clients before sourcing the hardware and software from our suppliers. I configured systems to the customer's specifications (and in-line with Larch's policies) prior to deploying them on-site.

I also provided after-sales support for technical issues (via telephone, remote access and on-site), supporting everything from users through to IT managers with both desktop and server support.

My additional roles included:

- Sale of equipment and service contracts to existing / potential clients.
- Coordination and set up of contracts between Larch and service providers to provide new technologies & services to the business.

EDUCATION

BSc (Honours)

Computer Network Management & Design

Final Year Dissertation: Secure Web-Server Platforms

Graduated 10th August 2006 with

Second Class Honours (lower division)

University of
Portsmouth

2003 - 2006

Laulind Ltd.
2001-2002

Technical Support Engineer & Computer Technician

Designed new corporate website to improve visibility and brand awareness. Assisted with IT Equipment Sales and preparing new IT equipment for sale.

- Technical support for existing customers via telephone and face-to-face.
- Sale of stock at British Computer Fairs (BCF) events and telephone sales from company office.
- Construction and set up of new computer systems for sale direct from the company, and during BCF events.
- Design and maintenance of company website.

Farnborough Sixth
Form College
2001 - 2002

Helpdesk Assistant / Assistant Network Technician

Supported students and staff with day-to-day IT activities including training on Systems and Software. Network maintenance and Server Support.

This is where my passion for working in IT began, and kindled the interest which has driven me throughout my career.

Computing - D (A-Level)

Business - D/E (GNVQ, Double Award)

Farnborough
Sixth Form College
2001 - 2003



TECHNICAL SKILLS

OPERATING SYSTEMS

Desktop and Server support for the following, including Active Directory / LDAP Integration

- Microsoft Windows
- Apple macOS
- Linux - (Debian, Ubuntu, Suse, Redhat)

INFRASTRUCTURE

- VMWare - (vSphere ESXi)
- NetApp Storage administration
- EMC Celerra / Unity Storage

SERVER SOFTWARE

- Apache LAMP / IIS
- FTP / SSH / TFTP / PXE services
- DNS Services - (DJBDNS / TinyDNS)
- Open Directory Services
LDAP / Kerberos / Samba
- Active Directory / GP / Exchange
- DoveCot / Sendmail / PostFix

APPLIANCES

- WatchGuard Firewalls
- HP ProCurve Switches
- Cisco ASA VPN
- Firewall Distros
(pfSense, SmoothWall / IPCop)

SYSTEMS ADMINISTRATION SOFTWARE

- Symantec Ghost
- DeepFreeze
- Desktop Virtualisation Products
(VMWare / VirtualBox)

SAS / HOSTED SERVICES

- cPanel
- WordPress (Hosted)
- Google Apps Business
- Office 365
- Amazon AWS
(S3 / Glacier / CloudFront)

CONTENT MANAGEMENT SYSTEMS

- WordPress / Multisite (μ)
- Contensis
- Drupal

LANGUAGES

- Apache LAMP
- Bash / Batch / PowerShell

ADMINISTRATION TOOLS

- IP Address Management (IPAM)
- OCS Inventory (asset database)
- osTicket / GLPI Helpdesk

BUSINESS ADMINISTRATION

- Licence Management
- Fiscal
- Procurement

CURRENTLY STUDYING

- PHPIPAM
- Netblocks



BEYOND THE WORLD OF IT

While working at Royal Holloway I wanted to develop new skills beyond those that my job would enable. Drawing on my Business GNVQ qualification, I made the decision to start my own business. Beginning with just photography services, but later incorporating videography, I used my creative passion and ability to work with people to gain jobs and clients. Later I began offering IT Support Services to small business, providing support for existing hardware / software, new bespoke solutions, business websites, digital asset creation, social media integration and business plans for utilising existing staff to create social media content.

All of these ventures have allowed me to gain knowledge and experience in fields beyond that which my current position would allow, which in turn services my current full time position.



ABOUT ME

Motivated, proactive and focused, with a passion for creativity and self-learning with an ability to quickly digest technical subject matter and use it in a practical application.

PROFESSIONAL REFERENCES

Thank you for reviewing my CV. Would you like to know more?

Please take some time to visit <https://about.tfindley.co.uk> to find out more