**Andrew Waite**

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## **Summary**

An accomplished Senior Wintel engineer, with a proven track record and 21 years IT experience, including 16 years in the Financial/Banking industry.

* A Windows implementation specialist experienced in a wide range of technologies.
* Task driven and results oriented with an emphasis on quality of delivery and mitigation or risk.
* Accustomed to working to tight deadlines in high-pressured environments using Agile methodologies.
* A pragmatic manager of risk, incident and change management.
* Strongly customer focused and a proficient communicator of technical concepts to a non-technical business audience.

## **Employment Experience**

**Schroders**

**August 2016 – Present (contract)**

* Privileged access management implementation.
  + Working as the global tech lead on implementation of Osirium, a privileged access management password management and audit solution hosted on an Ubuntu based appliance implemented to control access to AD user accounts, RDP sessions, application, and SSH sessions.
  + Carry out stress and latency testing to determine capacity requirements for implementation of the tool.
  + Modifying design of application implementation with respect to requirements around latency, recoverability and application performance.
  + Engineering the global solution for the organisation and overseeing build and implementation.
  + Documenting an infrastructure design globally based on the above testing results.
  + Coordinating with global counterparts to have infrastructure provisioned across all regions.
  + Configuration and deployment of the Osirium jump host, a windows based component that provides access to tools and utilities over seamless RDP sessions which are fullt audited, recorded and used in conjunction with privileged accounts.
* Datacentre migration project
  + Planning of migration of 800 VMs and 200 Physical servers to a new datacentre.
  + Close coordination with the storage team to return unused space to the storage pool in readiness for the datacentre migration.
  + Creation of several PowerCli maintenance and automation scripts including:
    - A scheduled script to perform Unmap (zero-page reclamation) against VNX and VMAX LUNs presented to VMWare.
    - A script to modify the multipath selection policy setting of LUNs presented in VMWare to the correct Round Robin setting.
  + Planning of suitable migration strategy between old and new environments taking into consideration factors such as preservation of the disaster recovery position, time to migrate and checkout.

**JJE Capital (Based at Lloyd Banking Group)**

**December 2015 – August 2016**

* Application discovery and future state design as part of the Windows 2003 migration programme.
* Reviewing internal inventory systems, liaising with subject matter experts and performing external research to obtain an overview of the current state of applications. This includes obtaining the following information:
  + Constituent software for the application - in-house code, COTS software.
  + Database information - Constituent SQL databases, Instance information, compatibility level of database.
  + Framework dependencies such as .Net, Java etc.
  + Hardware components - platform (physical, virtual), Operating System, Components installed per server.
  + Networking dependencies e.g. network zones, application load balancing components.
  + External feed and application dependencies - documenting and understanding upstream/downstream application dependencies and the associate data flow.
  + Creation of architectural diagrams representing the flows and dependencies of the application.
* Document above information and determine remediation approach based upon findings – different remediation categories set by the programme, dependant on:
  + Compatibility of components.
  + Estimated lifecycle of the application.
  + Existence of another project handling upgrade of application (and is all server hardware being targeted by that project).
  + Effort required to migrate – resourcing requirements, other costs etc.
  + Future state design taking into account considerations around application latency, availability and recoverably requirements.
* Carrying out, where required, additional analysis on applications for which no subject matter experts could be identified, including search of all document repositories in the client’s internal work and analysis of servers for installed components and review of logs for application activity.
* Ensuring that appropriate level of due-diligence is applied in respect of exposure to reputation and regulatory risk when documenting remediation approach.
* Obtaining agreement and signoff from all stakeholders and programme leads on the documented evidence and approach.
* Responding to queries raised by ‘build factory’ implementation teams.

**Schroders**

**July 2015 – December 2015 (contract)**

* VMware Migration project – migration of 200 VMs from VMware 4.1 – VMware 5.5
  + Planning and execution of migrations from VMware 4.1 and 5.0 to 5.5 clusters.
  + Coordinating storage resources to perform checkouts and participate in migration activities.
  + Planning of suitable migration strategy between old and new environments taking into consideration factors such as environmental risk, rollback strategies and migration duration.
  + Organising migration schedules and agreeing downtime with application owners.
* Virtualisation opportunities (P2V).
  + Planning and execution of migrations from physical hardware to virtual. Migrations of 30 servers to VM in order to demise EOL hardware and release newer hardware for repurpose.
  + This included review of resource requirements in order to correctly size destination VMs, and coordinate with application owners.
* VM Storage reclamation project. As part of an exercise to prepare for a migration to a new offsite datacentre and to understand storage requirements, I collaborated on an initiative with the storage team to reduce overall storage utilisation within the VMware estate. This included the following initiatives.
  + Conversion of VMs from Thick to thin provisioning. A review of the VMware estate to convert all VM containers from thick to thin provisioning.
  + VM Datastore consolidation. In coordination with the above, provisioning of thin provisioned datastores took place followed by Storage VMotion of VMs across new datastores to eliminate overprovisioning in the environment.
* Automation in the Windows/VMware environment. As part of my core projects and additional ad hoc tasks I have created and maintained numerous scripts. These include:
  + Script scheduling email reporting space usage of datastores, highlighting those with low space (PowerCli)
  + Script to automate multiple Storage VMotion tasks to enable mass scheduling. (PowerCli).
  + Script to return hosted Datastore, size, VMware Tools version and hardware version (PowerCli)
  + Mass uninstallation of MSIs across windows environment (Powershell/WinRM)
  + Review of Expired AD user accounts and date of expiry across AD (Powershell AD Module).
  + Return network card and LAN speed across per Windows server across environment (Powershell)

**Unicredit**

**January 2015 – June 2015 (Contract)**

* Project to migrate legacy domain servers from Windows 2003 to Windows 2008 domain.
  + Collaborate with application developments teams in uplift servers hosting business critical applications
  + Advise on best practices regarding implementing applications from a technical and information security perspective.
* Systems administration and support of the London server and VDI environment including:
  + 500 W2K3 / W2K8 / W2K8 R2 servers (250 physical and 250 VMs).
  + VSphere 5.1 running Distributed Resource Scheduler (DRS) and High availability (HA).
  + Automation and administration tasks using PowerShell and VBScript:
  + Troubleshooting issues relating to OS, Performance and Active directory.

**London Stock Exchange**

**June 2014 - December 2014 (Contract)**

* Migration of Microsoft File server infrastructure from Windows 2003 to Windows 2008 file clusters.
  + Bulk data copies using Robocopy.
  + Creation and implementation of PowerShell scripts to Update DFS targets and create file shares that mirror source servers.
  + Coordination with service management and desktop support with regard to migration and migration of VIP users.
* Project to Clean-up active directory user accounts
  + Scripts created to review and modify home drive and profile path settings to organisational standard – these scripts used PowerShell Active directory module cmdlets.
* Migration project - Various tasks to facilitate the migration of users and applications into the LSE domain.
  + Troubleshooting of application defects in the LSE domain. These included issues with firewall and access issues with applications being tested in the new domain.
  + Migration of tasks being imported into LSE domain – Testing and Implementation of automated tasks that downloaded files via FTP and triggered PowerShell script that extracted file, renamed and moved to new location.
* BAU/On call support of an environment of:
  + 2000 w2k3/w2k8/w2k8R2 servers (20% Physical/80% VM).
  + VMware VSphere 5.1 – Running Distributed Resource Scheduler (DRS) and High availability (HA). Administration tasks include running snapshots, adjustment of memory/disk allocation and performing P2V of physical servers to VM.
* 24x7 on call coverage based upon shift rota coverage.

**Unicredit**

**August 2013 – June 2014 (Contract)**

* Systems administration and support of the London server and VDI environment. Support includes troubleshooting issues relating to OS, Performance and Active directory.
* Support of an environment of:
  + 500 W2K3/W2K8/W2K8 R2 servers (250 physical and 250 VMs).
  + VSphere 5.1 running Distributed Resource Scheduler (DRS) and High availability (HA).
  + XenServer 6.1 hosting Windows XP/Windows 7 XenDesktop 5.6 environment Including capacity management and assignment of desktops to users.
* Working with application development teams to:
  + Advise on best practices regarding implementing applications from a technical and information security perspective.
* Automation and administration tasks using PowerShell and VBScript:
  + Update of configured DNS servers across windows server estate. (VBScript)
  + Disabling and uninstall of unused services utilising WMI. (Powershell/WMI)
  + Deployment and implementation of utilities and services to maintain the environment. (Powershell/WMI)
  + Monitoring of server estate to detect critical service failures and other critical alerts. (Powershell)

**Goldman Sachs International**

**Nov 2011 - Aug 2013 (Permanent), Nov 2009 - Nov 2011 (Contract), Oct 2004 - May 2009 (Permanent), Apr 2000 - Sept 2004 (Outsource)**

* Global support of Win 7/XP/Windows 2003 VDI/Desktop and W2K3/ W2K8/ W2K8 R2 server environment of 30000 users.
  + 50% project work and 50% BAU.
  + BAU Issues relating to Server OS, Desktop OS, Active directory and group policy.
* Configuration Windows storage solution and migration of user data for 6000 users:
  + Management of requirements and implementation for a tool to migrate data from legacy netapp infrastructure to lower cost windows solution.
  + The creation of PowerShell scripts to update the home drive location of users as set within active directory performed by scripts run in tandem with the migration.
* Windows 2003 infrastructure servers demise:
  + Programme management to demise 1000 W2K3 infrastructure servers population and uplift to W2K8 R2
  + Strategic planning of server capacity whilst seeking virtualisation opportunities to optimise data center footprint globally
  + Planning of capacity across multiple environments to ensure that bare metal footprint was both distributed adequately whilst sufficiently optimised from a contingency and capacity perspective.
* Legacy environment data centre migration of Windows 2000/2003 server population
* Handling escalations from front line support desk for issues affecting Windows Desktop, Windows Server and other products as documented in the Windows service catalog.
* Performance monitoring and base-lining of Windows servers
* Adherence to ITIL changes management and incident management process.
* Communication at all levels across business areas, front line support teams and technical specialists.

**Education**

University of Greenwich, Woolwich, London. 1994 - 1996

Higher National Certificate – Computing

## **Technical Skills**

**Operating Systems:** **Server:**

Windows 2012 (inc R2)

Windows 2008 (inc R2)

Windows 2003

**Desktop:**

Windows 7.0

Windows XP

**Virtualization:**

VMware VSphere 4.1 – 6.0

**Scripting languages:** PowerShell 4.0

PowerCli 5.5

VBScript.

**Other skills:** Active directory

Group Policy

Distributed File System

DNS

Microsoft Azure

TCP/IP

Citrix XenDesktop 5.6

Citrix XenServer 6.1

Citrix XenApp 6.0ITIL methodologies.

**Hardware:** HP, Dell and IBM server hardware.

**Certifications:** ITIL Foundation v2011