**Neil Shaw**

**Contact Information**

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**Primary Skills**

* Microsoft Windows (Server and workstation)
* Microsoft management tools including Active Directory and Group Policy
* Network management systems including DHCP, DNS, WSUS and SNMP
* System and network monitoring, including SolarWinds, Nagios and EventSentry
* Cisco networking hardware (basic level)
* HP and Dell Server Hardware
* Microsoft Azure
* Virtualization technologies (Hyper-V and VMware)
* Backups (Veeam)

**Employment History**

**Enterprise System Support Engineer**

**June 2021 – Date Trustack**

Providing managed IT support services to a number of 3rd parties mainly focussed on VMware and Veeam infrastructures as well as general support. Also involved in multi-client projects such as CVE remediation activities.

**Infrastructure Engineer**

**October 2016 – May 2021 Capita People Solutions**

Part of a team of 12 supporting over 5000 users across a number of sites on a mixed on-premises and Azure-based infrastructure built around Windows Server 2012 and 2016 (Hyper-V and VMWare) with Windows 7 and 10 workstations and some Linux for a Nagios-based monitoring system. System management including Active Directory, DHCP, DNS, WSUS and Group Policy as well as backup management with Veeam.

Day-to-day tasks included monitoring, data extraction and analysis using PowerShell and Excel, and troubleshooting (including working with other parts of Capita on technical bridge calls)

Project involvement included site migrations and set-ups, AD Domain migrations, assisting in Disaster Recovery exercises, report writing, physical and virtual server build and maintenance, upgrades to existing infrastructure hardware and software, and a major project to provide Terminal Server access for home-working during the COVID-19 pandemic.

**Shared Support Engineer, Schools Service**

**July 2014 – September 2016 Durham County Council**

Based in primary schools around County Durham, this role involved providing support for server (Windows Server 2008 and 2012) and desktop platforms along with some mobile device management.

**Technical Support Analyst – 3rd Line Support**

**March 2009 – September 2013 International Systems Engineering, Kingdom of Saudi Arabia**

This role was a wide-ranging one involving support of many different Microsoft technologies including Windows desktops and servers, Exchange, SQL Server, IIS, Office; SolarWinds monitoring software, EventSentry, WebSense, MIMESweeper, BlueCoat Web Proxy, DotNetNuke, HP Server and Blade Hardware, Cisco Networking, Thales DCAP (UK HMG and Commercial-grade devices), VMWare, Citrix Access Gateway and Xerox photocopiers including network print and scan functionality. Occasional work was also undertaken on writing or contributing to proposals for IT development work for customers, and assessing software products and making recommendation to management for their suitability and potential adoption.

Colleagues and users of various nationalities and skills in both computer skills and communications in English and so required flexibility in delivery to suit individual customers’ social customs and skill levels

**IT Support Assistant**

**April 2007 – February 2009 IMS Ltd, Newcastle**

**IT Facilitator**

**Jan 2004 – Apr 2007 Ushaw College, Durham**

**Professional Development**

* AZ-103: Microsoft Azure Administrator (valid until August 2022)
* SolarWinds Certified Professional #1750 (lapsed due to no longer using software)
* Microsoft Courses 2274, 2275 and 2400: Windows and Exchange 2003
* Microsoft Course M6423: Implementing and Managing Windows Server 2008 Clustering
* VMware Course vSphere: Install, Configure, Manage (ESXi version 5)
* City & Guilds course 7302 - Certificate: Introduction to the Delivery of Learning
* Thales e-Security 3 Day HMG DCAP IP Crypto Training Course
* Volunteer Advanced First Aider, Demonstrator and Assessor with St John Ambulance
* FAQ Level 3 Award in Assessing Vocationally Related Achievement

**Education**

**BSc (Hons) Computer Science**

**1999 - 2002 The University of Durham**

Demonstrated in practicals; providing advice and assistance to students with practical work.

Elected to the executive of the Students’ Union’s Computing Society as Secretary for the 2001-2002 academic year. Role involved conducting correspondence, keeping lists of members, and producing regular lists of events. A small amount of administration of the Society’s Linux server was also included in this role.

Elected to the Students' Union (SU) Steering Committee. Role involved running meetings and elections within the SU and ensuring the Standing Orders of the SU were kept to. I was also responsible for conducting NUS business within the SU with the SU President. I was awarded Honorary Life Membership of the SU for my work on this Committee.

**A Level**

**1997 - 1999 The Blackpool Sixth Form College, Blackpool, Lancashire**

Electronics - A

Information Technology - B

Maths - B

General Studies - B

Computing – C

**GCSE**

**1992 - 1997 Montgomery High School, Blackpool, Lancashire**

10 at Grades A\* to C, including English and Mathematics at Grade A

During my last year I was a member of the Senior Prefect Team. This involved representing the school at official functions and meeting visiting dignitaries. Due to this position, I was also a major part in the school's successful bid to obtain Language College status. This position helped me gain experience of working as part of a team and interacting with the public.

**Interests and Activities**

Current member of CAMRA including having previously served as and Branch Chair; currently Branch Treasurer, Webmaster and Social Media co-ordinator. This has involved recording the financial dealings of the Branch and providing monthly reports at committee meetings as well as an annual statement to the AGM. This has required excellent organisational skills, especially around the time of the annual beer festival when there is a high volume of financial activities; especially in ensuring bills were paid.

Ex-member of Durham City Council: Elected in 2003 and served full 4-year term before not seeking re-election in order to concentrate on career. As part of my time on the Council I served on a number of varied committees including Development Control and the Appeals Panel (of which I was Chair for 2 years); both of which involved having to listen carefully to arguments from opposing parties and making a lawful, un-biased and just decision.

Cricket: Previously qualified Scorer after having taken the relevant exam with the ACU&S. The cricket scoring has helped me further develop concentration skills, given a match may last up to 6 hours. It also involves team working when you have a 2nd scorer from the opposition team; but also working alone as not all teams can provide a scorer. Scoring also requires good organisation skills to ensure the scorebook is updated correctly, as well as ensuring you are correctly equipped and ready at the ground in good time.

**References available upon request**