

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
- Thales DCAP Hardware Encryptors (HMG and Commercial Algorithms)
- Cisco networking hardware (basic level)
- HP and Dell Server Hardware

Employment History

Infrastructure Engineer

October 2016 – Date

Capita Employee Solutions

Part of a team of 6 supporting over 5000 users across a number of sites on an infrastructure based around Windows Server 2008 R2 to 2016 (on Hyper-V and VMWare) with Windows 7 and 10 workstations with some Linux for a Nagios-based monitoring system. System management including DHCP, DNS, WSUS and Group Policy as well as some backup management with Veeam.

Project involvement has included site migrations and set-ups, AD Domain migrations, assisting in Disaster Recovery exercises, report writing, physical server build and maintenance, and upgrades to existing infrastructure hardware and software.

Shared Support Engineer, Schools Service

July 2014 – September 2016

Durham County Council

Based in primary schools around County Durham, this role involves providing support for server and desktop platforms along with some mobile device management. Primarily Windows 2008 and 2012, although there were still some Windows 2003 servers in use, with Windows 7 user devices. Support work included monitoring and maintenance of servers (including backups and anti-virus), PC builds, software deployment, dealing with IT faults or logging for other relevant departments to handle as appropriate, and providing advice to schools on IT development.

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 were both Expatriate (mainly British with some South Africans and Australians) and Saudi National of various abilities in both computer skills and communications in English and so required flexibility in delivery to suit individual customers' social customs and at a level where they can understand both the advice being offered as well when working with my departmental Saudi National colleagues.

IT Support Assistant

April 2007 – February 2009

IMS Ltd, Newcastle

IT Facilitator

Jan 2004 – Apr 2007

Ushaw College, Durham

Helpdesk Assistant

Sept – Dec 2002

IT Service, University of Durham

Professional Development

- Self-learning toward CCNA, Windows 7 and Server 2012 qualifications
- 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
- Citrix Course CAG-200-11: Implementing Citrix Access Gateway 9.0 Enterprise Edition
- City & Guilds course 7302 - Certificate: Introduction to the Delivery of Learning
- Thales e-Security 3 Day HMG DCAP IP Crypto Training Course
- Volunteer First Aider with St John Ambulance

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 onto 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 Treasurer and Branch Chair; currently Branch 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