

Stephen Knight

Curriculum Vitae

Contracts:

Aug 2000 to date: [Company Name Confidential] Lotus Notes development & Windows Support

During my time assisting at this company over a number of contracts and short term consultancy work I have been involved with many areas, which makes it hard to write a few paragraphs describing everything. I am unable to identify the company directly due to an NDA. I have summarised briefly here roughly in reverse order but will gladly elaborate.

Called in for assistance with Lotus Notes development work, 2nd and 3rd line support when extra help required.

Upgraded and replaced all current Windows 2000 Domain Controllers, DHCP, DNS, PKI infrastructure to run Windows 2008 R2 on physical and virtual servers. Migrated site file-servers over to Windows 2008 R2 hosted on VMWare.

Installed a Blue Socket firewall with Cisco wireless access points for redundant wireless access across three factories for staff and visitors, specified and installed redundant Linux based transparent bridge firewalls to protect the LAN other subsidiaries around the world.

Designed new backup systems using Arcserve and SDLT tape libraries, Disaster Recovery plans synced to other sites, Network segmented into multiple VLAN's through Layer 3 switching, redundant split scope DHCP with servers in different buildings. For Anti-Spam I investigated and installed a Barracuda device cleaning SMTP traffic linked to Domino LDAP to validate addresses.

I took on Lotus Notes application maintenance too and developed new Notes in LotusScript and formula and maintained Access databases in VBA. Designed and rolled-out native R5 Lotus Notes / Domino clustering of mail and key applications combined servers using partitioning, mail archiving, and Notes development projects on key applications.

Troubleshooting included multiple hardware failure impacting AD, failure of Domain Controllers, rebuild of W2K cluster nodes following failure (on separate instances) of the OS boot and Fibre Channel RAID Array Quorum drives! Upgraded WAN links to Cisco routers, leased lines, and later bonded ADSL and internal LAN to improve resilience and speed. Rolled out Active Directory to other sites with DFS replicated data etc.

Group Policy controlled the user desktop and around 100 applications packaged as MSI automatically installed on login. PC's were upgraded using Power Quest Deploy Center and Japanese members using multi-language (MUI) packages so any PC would change application language based on the user logging in. Laptops utilised Offline files and remote.

Assisted with a migration of Lotus Notes from v4 to v5, clearing the faults backlog, and started a design project to migrate a hybrid NetWare, NT / 9x systems to Windows 2000 only. I implemented this Active Directory and Windows 2000 infrastructure to replace all previous PC's and servers with scripted users, data and permissions transfer from NetWare to Windows 2000 clusters on Compaq SAN.

Nov 2011 – Jul 2012:	Severn Trent Water (through Crimson Systems)	Lotus Notes development
Oct 2010 – Jul 2011:	Severn Trent Water (through Crimson Systems)	Lotus Notes development
Dec 2009 – Jan 2010:	Severn Trent Water	Lotus Notes development
Dec 2007 – Aug 2009:	Severn Trent Water (through Crimson Systems)	Lotus Notes development

Work onsite at Severn Trent premises in Shirley and Coventry and remotely at our own office working on Lotus Notes R5 – R7 between 1 and 4 days a week as required, developing existing applications in LotusScript and formula language for use in Notes clients and through Lotus Domino on the web. Also working with and advising internal IT staff to provide support, consultancy, and solutions to Lotus Notes issues from a development perspective. The work here is covered by a Non Disclosure Agreement so I am unable to go into any more detail here.

Apr 2006 – Jun 2007: Fujitsu Systems (for HM Revenue & Customs, Aspire) Server Support Windows NT/2003

I gave assistance to an internal team of around thirty supporting over 2500 Windows NT4, 2000, and 2003 servers across multiple NT4 and 2003 AD domains with over 125,000 users. Gained 'SC' level security clearance to work as Domain Administrator across the live HMRC network.

Worked remotely with server issues during migration of 1000 NT4 file servers to Windows Server 2003 as Customs & Excise and Inland Revenue were brought together as HMRC using XP and Windows 2003, using Unicenter, 'iLO' cards and in person at local data centres.

Liaising with customers, operations, networks, and other teams to identify and correct issues with faulty remote servers. Diagnosing hardware issues, performance monitoring for capacity planning and to identify individual server issues.

Project work included installation and diagnosis of Windows 2003, ISA 2004 arrays to IIS, DNS, AD, PKI issues, Quest to roll out Group Policies. Complex scripts to extract DHCP data and work with PKI infrastructure. VBA programs to analyse and recommend changes to servers. Assisted with implementing VMWARE environment mirroring live and troubleshooting PKI issues.

Mar 2005 – Mar 2006: Cap Gemini (for Corus Group plc) Server Support (NetWare and Windows)

I supported Cap Gemini's customer Corus 'British Steel' remotely and at the customer's sites as a small team with two hundred servers from NetWare 4.1 and NT 3.51 to NetWare 5.1 and Windows 2003 during transition to "DISOE". Multiple NetWare trees and Windows domains made support challenging with technical issues, change control, and the customer, SDM's and Cap Gemini management.

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Projects included a failed NT4 to 2003 migration to redesign and implement scripts, AD design, Group Policies, moving data and scripting permissions! Customer DR simulations to restore NetWare, Windows 200x and SQL servers from tape and disc backups.

Extensive scripting streamlining automated backups, checking logs, anti-virus DAT file rollout and monthly reports etc.

Jul 2004 – Dec 2004: **Softlab Ltd** (mainly their customer Land Rover) **Windows 2000 / 2003 Server etc.** 6 months

I provided services to their customers, mainly at Land Rover. I supported NT, Windows 2000, and Windows 2003 servers as required, which ran critical applications controlling the production lines. I was also involved with a number of projects. These included bringing all the servers, robots, and manufacturing equipment up to current patch levels and reconfiguring security such that each server could pass the stringent Ford 'SCT' security checks without breaking any of the applications.

Short term & Consultancy Summary:

(this is not a complete list)

2010 to date:	I&S Doors	<i>General support, upgrades etc.</i>
2009 to date:	Radius (GP Homecare)	<i>Lotus Notes consultancy, ongoing support</i>
2007 to date:	MAPA Spontex (part of Total)	<i>Lotus Notes and Windows consultancy and ongoing support</i>
2007 to date:	Rocket Science / Profile Analysis	<i>Lotus Domino upgrades, Lotus Traveler, consultancy and ongoing support</i>
2007 to date:	East Riding Council	<i>Lotus Notes consultancy and development work, ongoing support</i>
2007 to 2008	Atmaana	<i>Lotus Notes consultancy and development work</i>
2006	TS4B Ltd	<i>Lotus Notes / Domino consultancy and migration from R 5.012 to R7</i>
2006 to date:	Financial Projections / Moodys	<i>Lotus Notes, Windows, and network review and consultancy and ongoing support</i>
2005 to date:	Cumbria Tourist Board	<i>Support of Windows 2003, Exchange, ISA based network and ongoing support</i>
2005	Hestia Europe / Savenergy.org	<i>Lotus Notes consultancy (troubleshooting on R6.5)</i>
2005 to date:	Hutchinson SNC	<i>SBS 2003, Windows 2003, Wireless DSL internet and ongoing support</i>
2005	Makers	<i>Microsoft Office document automation using VBA</i>
2004	Specialty Minerals	<i>Troubleshoot network failures</i>
2004 to date:	Ultimate Cleaners International	<i>Troubleshoot internet problems, upgrade servers to SBS 2008 R2</i>
2004	William Law CE Primary School	<i>Network and Windows server troubleshooting</i>
2004	AXS-ONE	<i>Lotus Notes consultancy relating to their own products</i>
2003 to 2007	C L Conyers	<i>Install & Support Windows SBS 2000 based network, Exchange 2000, ISA 2000</i>
2004	Westland Helicopters	<i>Lotus Notes migration from R4 to R5 (through Blueloop)</i>
2003	Cumbria Tourist Board	<i>Netware 5.1 consultancy and ongoing support</i>
2004	Hutchinson UK	<i>Lotus Notes installation, consultancy and ongoing support</i>
2003	Leicestershire County Council	<i>Lotus Notes consultancy, Notes R4 (NetWare) to R5 (W2K) migration</i>
2003	Accord Holdings	<i>Microsoft IIS consultancy</i>
2003	Teleware	<i>Lotus Notes consultancy for Teleware's customers</i>
2002 to 2004	Propeller Studios	<i>Microsoft Office document automation using VBA</i>
2002	Merchants Capital	<i>Rebuild failed NetWare 3 server onto new hardware</i>
2002	ECS UK Limited	<i>Lotus Notes consultancy (R5 using Pop3/SMTP problems)</i>
2002	ProNetrix Limited	<i>Lotus Notes consultancy (replacing R5 with centralised R6)</i>
2002	White Clarke Group	<i>Lotus Notes consultancy and support (R5 server crash troubleshooting)</i>
2001 to 2002	HSBC Asset Finance	<i>Lotus Notes development (R5 rollout requirements)</i>
2001	Future Electronics Limited	<i>Lotus Notes development (Fix flawed design for SQL transfer)</i>
2001 to 2002	Corus Group	<i>Windows 2000 Server and I.I.S. 5.0 consultancy (for internet web sites)</i>
2001	Kenmore Group	<i>Support of LAN, Server, and WAN link to Scotland</i>
2000	Sutton Coldfield College	<i>Lotus Notes R5 and R4 design & roll-out for training courses</i>
1998 to 2000	Network Designers Ltd	<i>Lotus Notes development taking R3 database on OS/2 system to R5 on NT</i>

Education & Previous Employment

Jan 1998:	Dragon Computer Consultancy Limited	Formed company as Director
1996 to 1997:	FTP Software Ltd, Birmingham	IT Support Specialist (after merger with Firefox)
1994 to 1996:	Firefox International, Solihull	IT Support Specialist
1991 to 1994:	Overdrive Fleet Information Services	Customer Support Technician
1988 to 1990:	Knight Computer Services	Marketing / Sales / Development
1988 to 1990	Cadbury Sixth Form College, Birmingham – 4 A Levels	
1983 to 1988	King Edwards VI Camp Hill Grammar School, Birmingham – 8 GCSE's	