

Stephen Knight

Curriculum Vitae

Contracts:

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 remotely at our own office working on Lotus Notes R5 – R7 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 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. Provided further cover over the Christmas

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

I worked in a team of around thirty supporting over 2500 Windows NT4, 2000, and 2003 servers in multiple NT4 and 2003 Active Directory domains with over 125,000 users and gained 'SC' security clearance to work as Domain Administrator across the live HMRC network.

Worked remotely with server support issues during the migration of 1000 NT4 based file servers to Windows Server 2003 as Customs & Excise and Inland Revenue offices were brought together as HMRC using XP and Windows 2003.

Remotely supporting the servers using Unicenter, 'iLO' cards and in person at the local data centres. Liaising with customers, operations, networks, and other teams to identify and correct issues with faulty remote servers. Diagnosing hardware issues and passing to engineers to fix and carrying out performance monitoring during migration for capacity planning, and to identify individual server issues.

Project work included installation of, and diagnosis of issues with, Windows 2003, ISA 2004 arrays for public web applications running on IIS, DNS, Active Directory, PKI issues and using Quest to roll out Group Policies. Writing of complex batch scripts to extract data from DHCP and work with PKI infrastructure. VBA programs to analyse data from Remedy to spot trends and recommend changes to servers. Assisted in design and implementation of VMWARE environment mirroring live and used it while 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. A small team supported two hundred diverse servers from NetWare 4.1 and NT 3.51 to NetWare 5.1 and Windows 2003 while users and servers were being transitioned to a new infrastructure "DISOE". There were multiple NetWare trees and Windows domains which made support a challenging mix of technical issue, change control needing to deal with the customer, SDM's and Cap Gemini management alongside solving technical problems.

Project work included an onsite rescue of a failed migration from NT4 to Windows 2003, designing and implementing on-the-spot the correct move to Windows 2003 including login scripts, AD design, Group Policies, moving data and scripting permissions! Also carried out a number of customer site Disaster Recovery simulations to restore NetWare, Windows 200x and SQL servers from tape and disc backups.

Extensive scripting put in place to streamline the automation of backups, backup status logs checking, anti-virus DAT file rollout and other scripted functions such as monthly reports etc.

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

During my time at this company over a number of contracts I was 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 and still work with them on a consultancy basis.

I initially assisted with a migration of Lotus Notes from v4 to v5 and clearing the faults backlog due to staff leaving and started a design project to migrate a hybrid NetWare, NT / 9x systems to Windows 2000 using Terminal Server.

A few months later I returned to plan an Active Directory and Windows 2000 infrastructure as a "one OS" Windows 2000 solution to replace all PC's and servers. Data and permissions transfer from NetWare, user creation etc. was scripted where possible to main servers installed as clustered Windows 2000-Advanced Servers on fibre-channel SAN connected Compaq servers.

Group Policy was used to control every aspect of the user desktop and Microsoft Installer packages were produced and automatically installed on logon for around 100 applications. Existing PC's were upgraded to Windows 2000 using Power Quest Deploy Center and to Japanese members using the multi-language (MUI) software packages such that any PC would change application language based on the user logging in, and laptop users utilising Offline files and remote access to Lotus Notes etc.

I upgraded WAN links to other sites to Cisco routers, leased lines, and later bonded ADSL and inter-building and internal network to improve resilience and speed. I took on their Lotus Notes application maintenance and developed new Notes systems including their Purchasing System, IT Helpdesk, Knowledgebase etc. in LotusScript and Notes formula language and maintained Access databases in VBA.

After improving the WAN links I rolled out the same Active Directory to other sites together with application installs and data replicated using DFS and additional Notes servers allowing users to login to a PC at any site and receive their own data, email, and applications

Troubleshooting included having to deal with multiple hardware failure which impacted Active Directory including the failure of AD Domain Controllers and manual removal from Active Directory using low level tools. Also the rebuild of W2K cluster nodes following failure (on separate instances) of the OS boot and Fibre Channel RAID Array Quorum drives.

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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