

I am an MCSE, dual IBM CP, dual PCLP, CNE, and lapsed CCNA, based in the West Midlands looking for contract & consultancy work involving system and network design, 3rd line / server support, roll-out, and troubleshooting of Microsoft Windows NT/2000/2003, Active Directory, Lotus Notes & Domino, and Novell NetWare based systems. Prefer locations in the West Midlands, Shropshire, Warwickshire, or Staffordshire, e.g. Birmingham, Wolverhampton, Worcester, Redditch, Solihull, Coventry, Telford, Dudley but will travel anywhere for short-term work. Ideal are contracts from 1 day to 6 months

Personal Profile:

Date of birth: 22nd November 1971

Web Site: <http://www.dragon-it.co.uk/>

Status: Married, Non Smoker, Previously Security cleared to "SC" level

Technical Profile:

Experience:	Windows NT4, 2000, 2003, XP, Vista 14 years (1996)	Windows 3, 95, 98, ME 19 years (1991)
	Networking (IPX/SPX) 19 years (1991)	Networking (TCP/IP) 16 years (1994)
	Lotus Notes 3, 4, 5, 6, 7, 8, 8.5 16 years (1994)	MS Active Directory 11 years (1999)
	Notes formula language 16 years (1994)	LotusScript 12 years (1997)
	NetWare 2.15, 3, 4, 5 19 years (1991)	Novell NDS 15 years (1995)

Qualifications: MCSE, MCP since 1996 - Microsoft Certified Systems Engineer (NT4 / 2000 / 2003)
PCLP, CLP – Principal Certified Lotus Professional in System Administration of Domino R5
PCLP, CLP – Principal Certified Lotus Professional in Application Development of Domino R5
IBM CP 7 – IBM Certified Professional in Lotus Notes / Domino 7 System Administration
IBM CP 6 – IBM Certified Professional in Lotus Notes / Domino 6/6.5 System Administration
IBM CP 6 – IBM Advanced Certified Professional in Lotus Notes / Domino 6/6.5 Application Development
CCNA 2.0 – Cisco Certified Network Associate
CNE – Certified Novell Engineer in NetWare 5

Main Skills: Design, administration, and development of enterprise Lotus Notes / Domino installations
Design and support of enterprise Windows 2008, 2003, 2000, Novell NetWare, and NT server based installations
Design and support of PC clients using NT Workstation, Windows 95, 98, 2000, and XP
Design and support of network infrastructure including LAN and WAN

Contract Summary:

While working with a company (shown as [Confidential] because of NDA) from 2000 onwards I built up my business and carried out many varied and interesting short term and consultancy roles fitting around this contract's requirements. I have listed most of the short term and consultancy roles briefly on the last page and will gladly elaborate on any of them if required.

Sep 2009 – Feb 2010:	Dragon Computer Consultancy	Working on Lotus Notes development and Windows support projects
Dec 2007 – Aug 2009:	Severn Trent Water (for Crimson)	Lotus Notes development and project work onsite and remotely
Jul 2007 – Nov 2007:	Dragon Computer Consultancy	Working on Lotus Notes development and Windows support projects
Apr 2006 – Jun 2007:	Fujitsu Systems (for HMRC, Aspire)	Support of Windows 2003 / NT servers during NT to 2003 migration
Mar 2005 – Mar 2006:	Cap Gemini (for Corus)	Server support of diverse NetWare & Windows infrastructure
Nov 2002 – Mar 2005:	[Company Name Confidential]	Consultancy and ongoing support on Windows, Active Directory, Windows Clustering, Compaq SAN, Lotus Notes/Domino, Domino Clustering, Domino Archiving, Disaster Recovery, Wireless Networking (Cisco A/P's and Blue Socket), Anti-spam (Barracuda).
Jul 2004 – Nov 2004:	Softlab Limited (for Land Rover)	Windows 2000/2003 support for their customers
Oct 2003 – Jan 2004:	[Company Name Confidential]	W2K migration, planning, and roll-out consultancy
Oct 2003 – Nov 2003:	C L Conyers, Lye	SBS 4.5 & Exchange 5.5 to W2K & Exchange 2000
Jan 2002 – Oct 2002:	CeDo Limited, Telford	Notes to Exchange migration, W2K & Active Directory
Sep 2001 – Oct 2002:	[Company Name Confidential]	W2K migration, planning, and roll-out consultancy
May 2001 – Aug 2001:	[Company Name Confidential]	Lotus Notes development and support
Aug 2000 – Feb 2001:	[Company Name Confidential]	Windows 2000 design, Notes migration from R4 to R5
Jun 2000 – Jul 2000:	TRW (Lucas Aerospace)	3 rd line NT support
Apr 2000 – Jun 2000:	Marconi Services	Lotus Notes migration
Feb 2000 – Apr 2000:	Marconi Communications	3 rd line NT & NetWare support
Oct 1999 – Dec 1999:	Gehe Corporate Infrastructure Group	NetWare 5 design & migration
Jul 1999 – Oct 1999:	Marconi Strategic Networks (GPT)	3 rd line NT Support / Y2K work
Feb 1998 – Jun 1999:	AAH Pharmaceuticals Ltd.	NT & NetWare design & support

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 period.

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.

Stephen Knight

Curriculum Vitae

I designed and migrated their old unstable Head Office NetWare 3&4 infrastructure to redundant NetWare 5 servers for Y2K compliance including radical NDS reorganisation. I presented this to senior management and then implemented it myself with a very small team to help. Brought NOV*IX 2000 in with NDS access control and streamlined Netware printing.

July 1999 - Oct. 1999: **Marconi Strategic Networks** **NT Support / Y2K planning** 3 months.

2nd -3rd line support and clearing of fault call backlog from their internal helpdesk with 'SC' security clearance. Y2K issues.

Feb. '98 - June 1999: **AAH Pharmaceuticals Group** **NT & NetWare Server Support** 15 months+.

3rd line Server team supporting escalated user and server problems in the 24:7 Production environment dealing with users of all levels in person and over the telephone to users in Coventry and the Warehouse chain throughout the country. I designed & configured the computers for a multi-£1m / day warehouse, migrations of NetWare servers & users to NT, setup an Intranet documentation site and supporting the teams of 2nd and 1st line support people.

January 1998: **Dragon Computer Consultancy Limited** **Formed company as Director**

Short term & Consultancy Summary:

2009 to date:	GP Homecare (Radis)	<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	Ultimate Cleaners International	<i>Troubleshoot internet problems and install DSL internet</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>
2004 to 2007	C L Conyers	<i>Support of 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	