

Paul Milton

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Profile

I have many years of professional experience working in the IT sector in a variety of roles including technical, management and consulting. During this time, I have provided IT support to many different types of businesses, including finance, public sector, property and education. I pride myself on being friendly, knowledgeable, flexible, and happy to take on extra responsibility.

I have a current CCNA, Azure administrator and AWS Solutions Architect certification. I also completed a degree in Computing and IT through the Open University.

Key skills

- Windows Server installation, configuration and support
 - Powershell scripting/editing
 - Cloud infrastructure (in particular Microsoft Azure)
 - Backup and recovery – Backup Exec, Microsoft Azure, Datto and Veeam
 - Networking – Cisco CCNA, Dell Sonicwall, VPN and switching
 - SQL maintenance – installation, backups and recovery
 - Office 365 and Intune
 - System monitoring tools
 - VMWare and Hyper-V virtualization
 - Windows desktop and MS Office
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Education

- **AWS Solutions Architect Associate, 2023**
- **AWS Cloud Practitioner, 2023**
- **Azure Administrator Associate, 2022**
- **CompTIA Security+, 2020**
- **CCNA Routing and Switching, 2020**
- **Bachelor of Science (Honours) in Computing and IT (2.1), Open University, 2019**
- **ITIL 4 Foundation, 2019**
- **Azure Fundamentals, 2019**
- **CompTIA A+ I.T Technician, Burton College, 2009**
- **8 GCSEs, Wilnecote High School, 2001**

Forest Holidays

Senior System Administrator 01/04/2022 – present

A wide ranging role encompassing all aspects of the IT infrastructure at Forest Holidays. The support element of the role is acting as an escalation point from the service desk for any issues including but not limited to users' machines, the internal network, Azure servers, O365, security issues, server issues and developer/DBA queries, any guest facing issues on-site such as Wi-Fi/internet outages and IPTV.

The project side of the role includes implementing new cloud infrastructure, working closely with the development team on any new requirements, leading the planning and setup of all IT infrastructure on a new 40 cabin site, working with 3rd parties to deploy/install/configure new systems such as tills and guest media, ensure any vulnerabilities are secured following PEN testing or as advised from the cyber security team, physical network installation for sites such as new Wi-Fi/switches/cables for cabins or accommodation, migration of Wi-Fi infrastructure into the cloud.

The technical experience in this role includes:

- Windows environments: Active Directory, DHCP, DNS, Group Policy, WSUS, Powershell
- Networking: routers/firewalls (Juniper), VPN (Azure P2S), Wi-Fi (Ruckus)
- Cloud infrastructure maintenance and installation (Azure)
- Office 365
- Backup and recovery using Azure
- Infrastructure monitoring (PRTG)

Dimensions

IT Systems Administrator 04/05/2021 – 01/03/2022

Internal IT support role, providing an escalation point to the service desk for any tickets raised and ensure the smooth running of IT systems (backups, updates, monitoring). In this role I also worked with in-house developers and third party suppliers to complete the upgrade and installation of new systems.

The technical experience in this role includes:

- Windows environments: Active Directory, DHCP, DNS, Group Policy, IIS, Hybrid Exchange, WSUS
- Networking: TCP/IP, routers, firewalls (Cisco), VPN (Cisco), Wi-Fi (Meraki)
- Virtualisation: Hyper-V, Azure
- Office 365
- Microsoft Azure
- Backup and recovery using Arcserve
- Infrastructure monitoring (Solarwinds)
- Infrastructure installation and advice
- Mentor junior members of the team

Littlefish

Infrastructure Engineer, 01/10/2018 – 04/05/2021

Providing remote technical support for server, networking, cloud infrastructure and desktop issues for clients in a busy managed service provider. This role requires me to act as an escalation point for the service desk and be ultimately responsible for finding solutions to any technical issues. I work with a variety of clients from SME to global companies.

The technical experience in this role includes:

- Windows environments: Active Directory, DHCP, DNS, Group Policy, IIS, Exchange, WSUS
- Networking: TCP/IP, routers, firewalls (Sonicwall, Cisco), switches (Dell, Cisco), VPN (client and site to-site), Wi-Fi (Meraki, Ubiquiti)
- Virtualisation: VMware, Hyper-V, Azure
- Office 365
- Microsoft Azure
- Backup and recovery using Backup Exec, Microsoft Azure and Datto
- Infrastructure monitoring (PRTG)
- Remote infrastructure installation and advice
- Involved in the recruitment and training of new staff

2017 – 2018 - IT Engineer, Halsbury Travel

2015 – 2017 - ICT Independent Consulting Ltd, ICT Consultant

2011 – 2013 - GVA / Acora, Support Desk Analyst

2007 – 2010 - Ocean Finance and Mortgages Ltd, IT Support Analyst

2001 – 2007 - Morrisons Supermarket Plc, Baker