

Craig Ward

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Date of birth: August 1978

Full clean driving license

Profile

I am a highly dynamic, professional, honest and loyal worker who thrives on working in a busy IT environment. My roles to date have required me to have a flexible approach to my duties with the need for the ability to switch between projects and tasks when required. I have experience of people management, both with direct reports and external contractors. I have always built and maintained good working relationships with external contractors and suppliers. I am now looking for a fresh challenge in my career.

Skills

My main technical skills are in Microsoft environments and I have attended all the Microsoft Certified Systems Engineer (MCSE) courses for 2003. I fully understand TCP/IP, DNS, DHCP, Sub netting, Active Directory, Microsoft Exchange server 2003 & 2007, Windows Server 2003 & 2008, Microsoft Windows Server Update Services, Microsoft SQL 2005 Server, Microsoft Office SharePoint Server, Microsoft IIS, corporate anti virus solutions, Windows XP, Windows Vista, Windows 7 Apple OS X and Microsoft Office.

I have experience of configuring many different hardware devices including wi-fi points, SonicWall Firewalls, Barracuda Spam Firewalls, switches from HP, 3com and US Robotics, Servers from Dell and IBM as well laptops from HP, Toshiba, Dell, Lenovo and Apple.

As well as being a proficient user of Dreamweaver and Photoshop I can also hand code HTML, XHTML, CSS and some PHP and have a working knowledge of MySQL.

Career History

Feb 09 to Present - British Cycling Organisation

IT Systems Manager

British Cycling is the national governing body for cycle sport in the UK. During my time at the organisation I have mainly been involved in high level projects to update the IT infrastructure. I had to assess the current IT setup, servers, network and the way it was supported. I then made and implemented my recommendations on what was required to bring the IT infrastructure up to a standard befitting British Cycling. I had full responsibility for one direct report and an external contracting company who are used for project work and our outsourced helpdesk.

British Cycling IT currently supports around 200 users who are split between the National Cycling Centre, our temporary office at Fujitsu and throughout the UK and Europe.

Achievements

- Managed and implemented a £120k overhaul of the IT infrastructure and phone system. This was a complete replacement of all servers, switches, firewalls, server operating systems and environment. We put in a central cluster of HP servers which runs VMware Vsphere to take advantage of high availability and disaster recovery options with a HP SAN backend. New HP switches were installed to give us a faster backbone and VLAN capabilities. Each location has a local server for local DNS, DHCP, print and DFS file services. We also replaced the phone system and installed a Mitel 3300 at each location. This gave us the capability to have local ISDN breakouts, VOIP inter office communications and disaster recovery capabilities.
- During the project to upgrade all of the IT infrastructure we also had to plan for moving two thirds of the company to a new office. This involved installing ISDN at the new office for local breakout of voice calls, putting in place a new faster internet connection using Manchester Metronet's Point to Point wireless service and installing a fast 100MB connection between the two offices. We managed to complete this and the upgrade of the IT infrastructure within 7 weeks.
- I was involved in the set up for the IT kit for the newly launched TeamSky Pro Cycling Team. Desktop virtualisation software was used to run a Windows 7 virtual machine that I had built. This was used to on the staff and riders MacBook's to enable them to use bespoke software that had been developed. Making sure new email accounts had been setup in Active Directory for the team staff and riders and making sure all software was correctly configured for the Windows 7 machines that the staff would be using.
- British Cycling held the UCI Track World Cup on 30th October though 1st November 2009 and I was heavily involved in this prestigious event held at the National Cycling Centre in Manchester. It was my task to make sure the track centre, which held around 50 members of the press from around the world was networked to allow fast internet access across our 20MB connection. We also deployed a set of SonicWall SonicPoints for wireless access throughout the stadium so the teams also had internet access. I was on hand during the two main days of the event to assist with any problems which arose.
- Sourced an Implemented an outsourced helpdesk to manage the high volume of calls from our end users.

Jan 04 to Feb 09 – de Poel Consulting (turnover in excess £350m)

Jan 05 to Feb 09 – ICT Manager / Web Developer

de Poel consulting is one of the fastest growing consultancy firms in Europe and a leader in its field. I have enjoyed a varied role, which requires me to multi task and prioritise my workload whilst achieving tight deadlines. During my time at the Company I have managed many projects and implemented numerous technologies into the business infrastructure. I have full responsibility for specification and procurement of the current Company IT infrastructure. This means making and maintaining relationships with various external suppliers and contractors

and full responsibility for the planning, implementation, administration and maintenance of additions, deletions and major modifications of the Company IT infrastructure.

Achievements

Managed and implemented a complete overhaul of the IT infrastructure moving the environment from a static single server running Microsoft Small Business Server 2003 to a scalable infrastructure consisting of 8 servers.

Designed and implemented a robust backup procedure hosted on an off-site location by a provider I sourced.

Implemented an IT helpdesk with full ticketing system and full monitoring of all servers for pro active management using software from GFI. This helped to identify possible problems with the servers that could be acted on before it impacted on end users.

Designed a KPI system for monitoring server uptime each month for reporting purposes. This enabled me to identify problems with the servers and act upon them.

Worked closely with each department in the Company to provide solutions to help them work more efficiently. One of these solutions was a helpdesk for our support services team who handle around 1000 calls a month from external companies requiring support on our e-solutions. I designed and developed this using Microsoft Office SharePoint and Microsoft SQL Server 2005.

Designed a software and hardware asset management solution to hold information of our regular IT audits using Microsoft Office SharePoint.

Managed the integration of our development team into the business when we bought the company. This included quickly and smoothly integrating the team and their Apple hardware and security configurations into our infrastructure within two weeks.

Managed a situation when the Exchange server was infected with a zero day virus exploit. This meant finding and alleviating the problem within a short time-frame to keep the business running as smoothly as possible. I then liaised with the anti virus manufacturer who was able to provide a patch to eradicate the problem. I believe my calm temperament and quick problem solving skills helped immensely during this time.

Managed projects that our contractors have undertaken such as a custom built CRM package, VOIP phone system and office moves which needed full CAT5 cabling and fibre optic links installing between two offices.

Managed the process of tenders for large IT project that were to be undertaken.

Presented to the board my recommendations on large IT projects that needed approval.

Fully involved in the recruitment and interviewing process of the IT technician which included devising a test for the candidates to complete using a virtual environment.

Managed, trained and mentored the new IT technician.

Worked closely with the marketing department to create the last three corporate sites and included full web statistics using Google Analytics.

Played a prominent role in the design process of three new e-solution packages and a 12 month project to redesign our main e-solution e-tips™ which has a weekly turnover of over £3m per week.

Jan 04 to Jan 05 – Systems Manager / Web Developer

I was originally hired by de Poel to manage all the Company e-solutions, internal systems and the Company website. This was a diverse job with a steep learning curve that I enjoyed tremendously. Working with the client account management team it was my responsibility to plan the import of new client data onto the e-tips system. This required studying the client's business model and inputting all jobs, job rates and users onto the system ensuring all data is accurate. I was also responsible for the Company PC's and servers and managed external IT companies to ensure the smooth running of the IT infrastructure.

Achievements

Responsible for providing phone support to our vast array of users for our main e-solution e-tips™ which is an electronic timesheet and invoice processing system with users from large national companies including TNT UK, Somerfield and Sainsbury's. This required patience and a calm manner whilst working to very tight deadlines.

Provided over the phone training on the system to external users.

Trained new members of staff on the use of the system.

Generated weekly management reports for internal staff and external contacts.

Reported any bugs or errors with our flagship product e-tips to the external development company. I also helped to pinpoint a major problem we were having regarding Internet traffic routing for external clients to e-tips.

Liaised with the external development company for any new features and enhancements to e-tips. It was my responsibility to make sure all the documentation was correct and test the new feature before they were rolled out.

Attended meetings for e-tips™ to discuss feature upgrades and system issues. It was very pleasing to see a high number of my recommendations be incorporated into this industry leading software.

I had full responsibility of maintaining and updating the Company PC's, laptops, servers, printers and source and purchase any IT equipment.

Managed and co-ordinated external IT support companies work load. Making sure work was completed and charged correctly.

Supported all staff members with IT issues.

Worked with the marketing department to create the corporate website.

Jan 03 to Oct 03 – ReviewCentre.com

Web Designer / IT Administrator

My role at ReviewCentre.com was to help design and develop one of the leading consumer review sites on the Internet. I developed new online advertising banners to maximise our pay per click revenue and promote our affiliate marketing schemes. It was my responsibility to moderate the user community forums and each post a user made would be individually vetted before being submitted to the live database.

Achievements

Redesigned existing sites, created online and print adverts, banners and new websites for the Company.

Designed the Company logo and produced the Company letterheads and business cards.

Worked closely with the development team to produce a set of time saving tools to help with the administration of the websites and I also worked closely with the marketing team on matters of content management.

Developed a website banner rotation script that presented appropriate banner content on relevant sections of the website. Each banner was part of either pay per click campaign or affiliate schemes.

I had the responsibility for purchasing the software and hardware for the Company and installation of new client machines.

Installed and fully configured the company's Microsoft Small Business Server with Exchange, Wifi points and Backup routines.

Jan 01 to Dec 02 – toybugs.com

Web Developer / Webmaster

I was employed by toybugs.com to help start a new online business. After consultation with the client to gather requirements, the site was developed using an “off the shelf” package to keep costs low. After the site was launched I acted as webmaster. I was responsible for updating the site with new products and also generating high resolution images to be used in national newspapers.

Achievements

Customised an “off the shelf” package to incorporate the client’s requirements for the web site by hand coding the site to fit the client brief.

Prepared Hi-Resolution images for national newspapers such as the “Daily Mirror” and “Telegraph” for use with features on Toybugs, This was often done to tight deadlines to ensure the pictures arrived on time for their copy deadline.

Designed adverts for print for use in local magazines and papers and business cards for the Company.

Set up e-mail accounts and checked and maintained the website

Checked site statistics, and logged them on a daily basis.

Liaised with customers either by phone or email about order problems, technical difficulties and general enquires.

Researched the systems security issues and implemented a procedure to cut out attacks from hackers or viruses.

Designed and implemented procedure for backing up the system data and web site.

Education

2006: Full MCSE courses at Remarc Manchester

2272C: Implementing and Supporting Microsoft® Windows® XP Professional
2273B: Managing and Maintaining a Microsoft Windows Server 2003 Environment
2275C: Maintaining a Microsoft Windows Server 2003 Environment
2276C: Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts
2277C: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services
2278B: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
2279B: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
2830A: Designing Security for Microsoft Networks

2005: Introduction to Ethical Hacking (Security) 1-day course

2000: Web architecture and Multimedia Design at Huddersfield media centre

2000: Studied E-commerce at Huddersfield College

1996–1999: Studied computing at Sheffield Hallam University

1994–1996: Studied computing at Rochdale Hopwood Hall College

Hobbies & Interests

My main hobbies include photography and Mountain Biking. I love football and I am an avid supporter of Manchester United. Although I don't get to as many games as I would like to anymore I always try to watch them whenever I can, whether this be at Old Trafford or on TV.

I also like to keep my knowledge of the Internet, technology and IT at the forefront at all times. I love how quick advances are made in these fields and how they can help people and businesses to work smarter and more efficiently.

References: Available on request