

Kevin Edwards

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Technical and IT Management Professional

Technical Project Governance | IT BAU Support | IT Systems Installation & Configuration

AREAS OF EXPERTISE

Wintel Analyst
Technical 3rd Line Support
BAU Support Analyst
PMO Analyst
Technical Project Management
Business Analyst
Project Consultancy
System Implementation
IT Management
Help Desk Management
Technical Author
Disaster Recovery / Backup
Infrastructure Engineer



PERSONAL SUMMARY

Technically astute IT Support and Business Professional Consultant with over 25 years experience leading information technology, project management, IT systems support, infrastructure BAU, 3rd Level Support, as a freelance IT / Business / Management Consultant. Proven success executing IT projects, planning and development to execution and enhancement, providing cost-effective solutions and service delivery, delivering technical support to resolve issues while deploying system servers and applications, adhering to best practices and corporate governance.

A true leader and team player, able to manage global project delivery teams and build strong rapport with internal stakeholders, customers, and suppliers to drive process improvements, bottom-line gains, and a competitive advantage.

An elite and polite communicator, able to transform strategic ideas into reality by interacting with management teams, infrastructure teams, stakeholders, top level executives, and calm under pressure.

TECHNICAL PROFICIENCIES

PROTOCOLS: DNS, DHCP, IP, DFSR, SNMP, FTP, SFTP, SMTP, POP3, IMAP, HTTP(s), VOIP, SIP,

OPERATING SYSTEMS / SOFTWARE: Windows 7, Windows 10, Windows Server 2003, 2008, 2012, 2016, 2019, Centos Linux 5 to 8, Kolab 16 Enterprise, Sharepoint, CommVault, Proofpoint, Ubiquity, PF Sense, IIS, Apache, Asterisk, OpenVPN, VMware ESX v3 to v7, Veeam v9 to v10, Hyper-V, Thunderbird, Firefox, LibreOffice, SCCM, M365, InTune, Azure, Active Directory, FSMO, DFSR, Exchange, ASSP, PFSense, Mimecast, CISCO Meraki, Delinea Secret Server,

HARDWARE: Dell, HP, Lenovo, Ubiquity, Grandstream, TP-Link,

PROFESSIONAL EXPERIENCE

StoreFeeder, Royal Mail, Nottingham, Nottinghamshire – February 2024 to August 2024

IT Manager / 1st, 2nd, 3rd Level Support Engineer

Contracted to work from home providing management and 3rd Level IT support to this software house and its 140 user base. This is a relatively new business that had outgrown its current basic procedures and practices for support hence they created this new IT Manager post and for which my contract was extended 3 times. My role was to introduce a structured and tiered IT support system for end users into the business. Alongside this development I provided end user support and management of their Microsoft M365 systems. The role also further extended to security hardening of the existing M365 system, creating and implementing groups and policies to improve security including multi-factor authentication control and enforcement within Azure / Entra / InTune in line with Microsoft Purview Reporting. These vast improvements were evident from Purview performance scoring. I developed a virtual VMWare desktop (Windows 11) for deployment to 33 overseas contractors which was run within VMWare Player and Fusion. All procedures and practices were developed and well documented in such a manner that new permanent IT Support personnel could replicate my role(s) with positive continuity.

Accomplishments

- Successfully implemented Zendesk as a help desk service for end users and management
- Successfully customised & implemented 33 virtual VMWare desktops using VMWare Player & Fusion for overseas users

- Successfully improved Microsoft M365 security by 43%
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Monitor UK, Lloyds Bank, Peterborough, Cambridgeshire – May 2023 to January 2024

Infrastructure Engineer

Contracted to work from home for Lloyds Bank during an infrastructure upgrade and data centre relocation. This role was in a fast paced environment required the planning and build of several hundred virtual servers in vCenter Server 7, defining and implementing security configurations to merge into an already tightly secured environment. Builds included Windows Server 2019 and RedHat Linux V7, Cerberus, Emedia, and building standard server and desktop templates to Lloyds agreed specification. In addition to this I was commissioned to configure many Dell switches, VROPs, and was the SME for Delinea Secret Server. I commissioned into the business the Secret Server, Password Reset Server and associated password policies. In addition to this I was also responsible for BAU support and systems development.

Accomplishments

- Successfully commissioned Delinea Secret Server and Password Reset Server
 - Successfully implemented agreed security principles and practices into the new environment
 - Successfully built 200+ new 2019 and RedHat server builds in VMWare
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DRAX Power, Oxford, Oxfordshire – August 2022 to April 2023

Windows Infrastructure & Server Engineer

Contracted to work from home to upgrade 60+ production Windows Servers in the DataCentre from Windows Server 2008 / 2012R2 to Windows Server 2016 / 2019 and provide 3rd/4th level support to the infrastructure and BAU teams. The role required careful analysis, planning, and consideration to be applied to each of the servers being upgraded due to SQL/SQL Clusters, Web applications, and other live business critical applications being potentially affected by the upgrades. Some of the requirements were to uninstall certain applications prior to upgrade and re-deploying them again afterwards, resizing of drives and other Hyper-V / VMware configurations were required including replication of many VM's to alternative storage. Other duties required the creation / administration of Office 365 accounts and endpoint management via Intune, and to design and build 30+ new Virtual Servers, Server 2016 & Server 2019, within Microsoft Hyper-V and VMWare 7, with some in Azure, and assisting the Project Manager in his daily duties including the updates to the RAID log.

Accomplishments

- Successfully upgraded 60+ servers from 2008 / 2012r2 to 2016 / 2019 security patched and implemented
 - Successfully integrated with the Project and BAU teams to achieve deliverables
 - Successfully built 30+ new 2016 / 2019 server builds between Hyper-V and VMWare
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NHIS, Sutton In Ashfield, Nottinghamshire – June 2022 to July 2022

3rd Line Server & Storage Engineer

Temporary & short term assignment to aid in Technical IT support and BAU for the NHS IT Infrastructure in Nottingham. This role involved the development and management of Active Directory group policy objects, system security policies, and PAM. VMware ESX 6.7 servers, 200+ virtual servers to include Windows Server 2008, 2012, 2016 and 2019. Watchguard, Dropbox, Office 365, ProofPoint administration and configuration. Other duties, Patching administration and deployment using Ivanti and SCCM, user access support, 3rd/4th line user support.

XPO, Crick, Northamptonshire – November 2021 to June 2022

TECHNICAL INFRASTRUCTURE PROJECT MANAGER

Contract position to cover maternity leave. Providing Project Management tasks based on Prince 2 methodologies, managing IT Infrastructure projects for moving business sites, new sites, and new company acquisitions, coupled with technical support, advice

and analysis. Usual duties included management of Raid logs, liaising with 3rd party suppliers, leading conferences and workshops with management at all levels to include company directors. Other implementations include fibre connectivity solutions, VPN, Wi-Fi, manufacturing and warehousing scanning solutions, and door sentries. Also providing daily update communications to all levels within the organisation and hosting daily SCRUMs.

Accomplishments

- Successful implementation of new acquisitions including site works, systems connectivity, printing, and VPN access links
 - Successfully created project roadmaps, leading and implementing major and high value projects
 - Successfully managed up to 23 projects in the given time frame
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Weetabix, Burton Latimer, Northamptonshire – [April 2021 to October 2021](#)

SYSTEMS SECURITY ANALYST

Initially contracted and then further extended to analyse SOX reports and to eradicate identified Active Directory security issues. OS involved Centos Linux and Windows server 2012 to 2019. The bulk of this has involved the identification of all User Accounts and Service Accounts, locating account usage and updating passwords to improve complexity and set new corporate standards using Thycotic Secret Server for PAM management. This has also involved amending application usage and configuration of each account and changing the passwords accordingly ensuring that there were no logon errors after the changes. Deleting unused service accounts providing evidence for accounts no longer in use and thus deleted. Documentation and Change Management has been an integral part of the role along with liaising with third party vendors and upper management.

Accomplishments:

- Successfully devised new corporate active directory security standards
 - Successfully amended 500+ service accounts
 - Successfully adhered to goal of amending all relevant accounts within given time constraints
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DHL Parcels, Coventry, West Midlands – [September 2020 to March 2021](#)

SERVER SECURITY PATCHING ENGINEER

This was a contract role working from home to devise a plan and apply Microsoft security patching to Dev, QA, and Production environment servers in compliance with Qualys reporting. Patches deployed manually, DISM, SCCM, and Ivanti Security Controls. Other duties involve patch scheduling, change control, and as this is a new activity for DHL it involved careful planning, configuration, implementation, and the creation of associated administrative documentation for the house library. The role also requires the continuous liaison with product owners throughout the business.

Accomplishments:

- Successfully developed and configured Ivanti Security Controls to match business requirements
 - Devised and fully documented patching procedures for DEV, QA, DR, and Production Environments
 - Created Run-books for unique patching deployments
 - Created server groups and schedules for patch deployment
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Cognita Schools, Milton Keynes, Buckinghamshire – [December 2018 to September 2020](#)

SENIOR BAU SUPPORT ANALYST | PROJECT DELIVERY LEAD CONSULTANT

Working from home I provided 3rd line support & BAU expertise to 40+ UK schools and the head office infrastructure. This involved everything from user management to system fault finding and rectification. Responsibilities extended to maintaining SMPT relay functionality and RTBL and access control using a combination of Proofpoint, PFSense and ASSP under Centos Linux 7. I contributed to project development activities and also conducted systems analysis providing project advice to support the PMO. I assumed accountability for planning, installing and configuring Veeam Backup & Replication v10. Remotely built 40 new ESXi 6.7 servers through HP iLO and OneView configurations. Deployed and maintained 85 VMware ESX 6.7 servers, 150+ virtual serves to include

2003, 2008, 2012 and 2016, software products such as Watchguard, Dropbox, Double First, Office 365, InTune, ProofPoint, Meraki Wi-Fi, RHEL7, and bespoke packages. I also engaged with 3rd party vendors in compliance with corporate governance.

Accomplishments:

- Technical Authoring to create 20+ project and technical configuration documentations to ISO27001 standards
 - Successfully created project roadmap, led the project and deployment, and implemented 40 new HP Servers
 - Performed the repair and re-configuration of many DNS and DHCP servers
 - Migrated 150+ virtual servers (V2V). Managed and secured the P2V conversion of 7 physical servers (P2V)
 - Successfully upgraded 40 Domain Controllers from Windows 2003 to 2016
 - Streamlined BAU strategies and single handedly upgraded 60 utility servers from Windows 2008 to Windows 2012
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Bakkavor, Spalding, Lincolnshire – **February 2018 to December 2018**

TECHNICAL PROJECT DELIVERY ANALYST | BUSINESS ANALYST | PROJECT MANAGER

I was responsible for generating technical IT projects from an 'idea' following Prince 2 methodology and collaborating with stakeholders and third parties, adopting ITIL best practices and change management processes. Planned and executed projects and identified risks to meet specific success criteria and project goals within agreed constraints and budgets using WorkFront. Identified and exceeded business requirements and determined appropriate solutions to business problems. Assessed and mitigated impact of risk through risk analysis. Controlled budgets to ensure overall operations fell within allocated budget. Managed systems, including software, hardware, servers and workstations. I also provided better centralised management and configuration of operating systems through group policy deployment, and successful configuration / deployment of MS Sharepoint.

Accomplishments:

- Successful management and delivery of projects using Workfront
 - Achieved all project deployments within assigned budgets and time constraints
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AB Foods (Associated British Foods PLC), Peterborough, Cambridgeshire – **August 2016 to April 2017**

PMO ANALYST | BAU | OPS SUPPORT | SYSTEMS ADMINISTRATOR | TECHNICAL CONSULTANT

FIS Global (Fidelity Information Systems / Sainsbury's Bank), Leicester – **February 2015 to June 2016**

WINTEL ANALYST | PROJECT ADMINISTRATOR | SAINSBURY'S BANK SUPPORT CONSULTANT

(LGO) Local Government Ombudsman, Coventry, Warwickshire – **November 2014 to February 2015**

PROJECT DELIVERY MANAGER | PROJECT CONSULTANT

Perkins Engines (Caterpillar), Peterborough, Cambridgeshire – **December 2011 to November 2014**

WINTEL ANALYST | BUSINESS SYSTEMS CONSULTANT

SIMS Metal Management, Long Marston, Warwickshire – **August 2011 to November 2011**

TECHNICAL SYSTEMS | DR DEVELOPMENT CONSULTANT

AHDB (Agriculture & Horticulture Development Board), Stoneleigh Park – April 2007 to January 2011

IT SYSTEMS CONSULTANT | DESKTOP & SERVER ARCHITECT

EDUCATION AND CERTIFICATIONS

University of Northampton | Northampton, United Kingdom: **HNC Business and Finance**

Mander College | Bedford, United Kingdom: **Radio Television & Electronics Mechanics 222**

Luton Technical College | Luton, United Kingdom: **Radio, Television & Electronics Mechanics 224**

Home Study: **Prince 2 (2007)**

Home Study: **Prince 2 (2018) currently studying for this to update my education & qualifications**

PROFESSIONAL TRAINING

Prince 2 | MS Server 2019 | MS Server 2016 | MS Server 2012 | MS Server 2008 | MS Server 2003 | Microsoft Office 2012 |
Microsoft Exchange 2007 | Microsoft Office 2003 | ITIL Foundation | Kolab Enterprise | Linux RHEL7