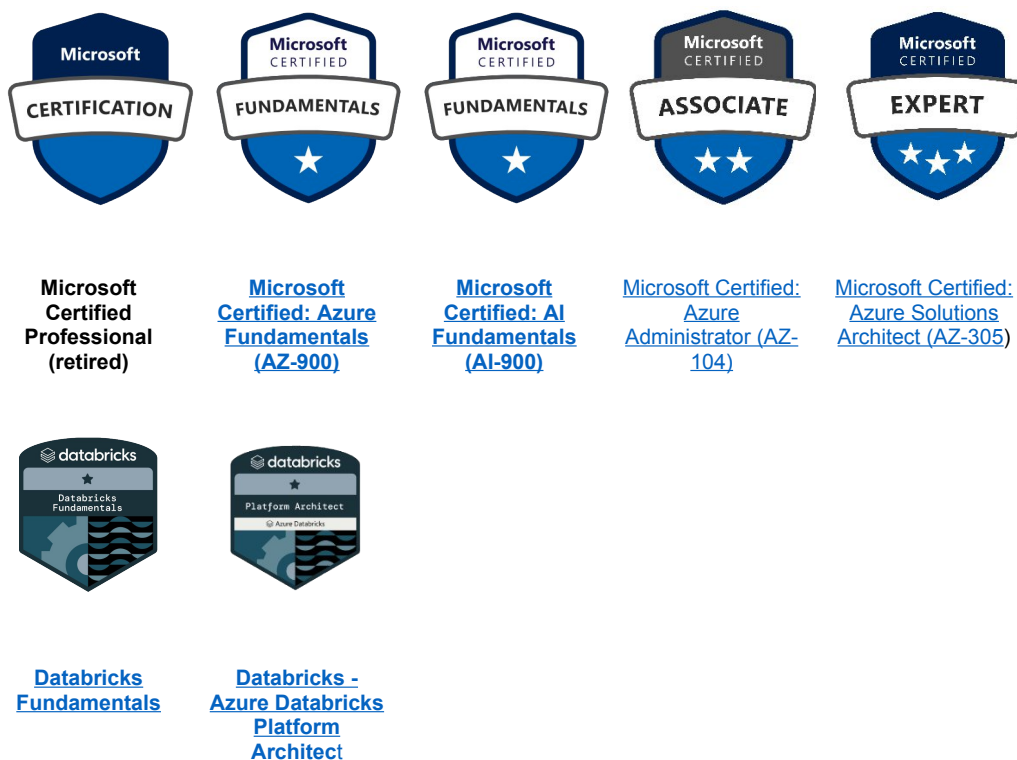


Andrew Haigh

Objective

To use my knowledge, experience, and vision to bring the best possible solutions to the problems and challenges encountered in the modern workplace

Certifications



Employment History

02/26 – 03/26

Cross Keys Pub
Linux Engineer

Liverpool, Merseyside

- Designed, installed, and configured the pub's Autodarts implementation (5 dart board controllers, 1 admin machine, all running Ubuntu 24.04 LTS)
- Configured the board controllers to run Firefox in kiosk mode on startup, then log into the Autodarts website and load a customized version of the "Follow Board" webpage for each board
- Configured the admin machine to run Firefox on startup, then log into the Autodarts website, load the "Game Selection" page, the management page, and the "Follow Board" page for each of the 5 boards
- Configured Remmina (the Linux RDP client) on the admin machine with connections to each of the 5 board controllers via RDP (for GUI access), and SSH (for admin access when the GUI is unavailable)
- Documented how to start, configure, and troubleshoot a game
- Documented the rules of all available games
- Instructed the staff on how to start, configure, and troubleshoot the system

11/22 – 04/25

**Homes England
Cloud and Data DevOps Engineer**

Liverpool, Merseyside

- Maintained and developed Homes England's Data Platform in Azure
- Developed the IaC code defining/deploying/managing Homes England's Data infrastructure
- Developed the IaC code defining/deploying/managing Databricks Unity Catalog
- Developed the IaC code defining/deploying/managing Azure Data Factory pipeline orchestration
- Developed the IaC code defining/deploying/managing Azure Data Factory pipeline triggers
- Developed the IaC code defining/deploying/managing the Purview PoC
- Developed automation scripts in Bash, PowerShell, and Python
- Developed generic Terraform templates
- Developed generic Terraform modules
- Debugged and diagnosed failing Azure DevOps pipelines
- Debugged and diagnosed failing ADF pipelines
- Debugged and diagnosed problems with failing Python notebooks in Databricks
- Refactored CI/CD pipelines (applied the DRY principle and deduped the existing code)
 - The Data pipeline was refactored once to remove duplication
 - The Infrastructure pipeline was refactored twice
 - The first time to remove duplication
 - The second time to remove all unnecessary code and to rewrite the ARM templates as Terraform
- Converted existing ARM templates to Terraform
- Configured backups to ensure Business Continuity/Disaster Recovery of the Data Platform
- Provided guidance and mentorship to junior colleagues

05/21-05/22

**DLA Piper
Data and Cloud Hosting Engineer**

Leeds, Yorkshire

- Maintained DLA Piper's hybrid infrastructure (Datacentres in the UK, EU, SG, AU, DB, and Azure)
- Developed Infrastructure as Code (IaC) pipelines in Terraform and Ansible
- Developed Terraform code defining infrastructure in Azure
- Developed Ansible playbooks managing the patching of VMs in Azure
- Developed Ansible playbooks installing and configuring applications on VMs
- Developed PowerShell code to patch VMs in Azure
- Developed Terraform modules
- Developed a Web-based application consisting of:
 - JSON based REST API
 - T-SQL Stored Procedures
 - SQL database
 - Web interface
- Provided helpdesk coverage as and when required
- Provided guidance and mentorship to junior colleagues

04/21-05/21

**BES Utilities
Infrastructure Architect**

Fleetwood, Lancashire

- Managed the BES Group's hybrid infrastructure (Datacentres in the UK, SA, and Azure)
- Managed the BES Group's infrastructure team (4 people, 2 in the UK, 2 in SA)
- Reported directly to the BES Group's CIO/CTO

08/16 – 07/20

**XE2 Ltd.
Senior Technical Lead/Azure Architect
Senior Messaging Consultant**

Thames Ditton, Surrey

06/17 – 07/20

08/16 – 06/17

- Managed the technical requirements of XE2's infrastructure (both in-house, and in Azure), its administration, the maintenance of its operational functionality, as well as road-mapping its future development
- Performed the following tasks for these XE2 clients
 - **UEFA – The Union of European Football Associations**

- The architect of UEFA's highly resilient, highly redundant, and geographically distributed on-premises component of its hybrid Exchange 2016 infrastructure
 - Implemented the approved architecture successfully
 - Successfully migrated the on-premises Exchange 2013 components to the new Exchange 2016 infrastructure, and decommissioned Exchange 2013
 - Worked with UEFA's inhouse Exchange team and Microsoft Exchange Online specialists to smoothly migrate mailboxes up to Exchange Online from the on-premises Exchange 2013 installation
 - Successfully migrated UEFA's Exchange 2010 implementation to Exchange 2013 new infrastructure, and decommissioned Exchange 2010
 - Administered the following aspects of UEFA's Exchange infrastructure
 - Exchange 2010
 - Including Forefront TMGs
 - Exchange 2013
 - Exchange 2016
 - UEFA's Mimecast account
- **EmployeeCash – a Payday loan system for the American market**
 - The architect of EmployeeCash's Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following microservices
 - WordPress front-end
 - Several administrative, user, and reporting Web-Apps
 - REST-based API coded in C#
 - Azure SQL back-end
 -
- **EmployeeMax – an HR/Payroll system for the American market**
 - The architect of EmployeeMax's Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following microservices
 - WordPress front-end
 - Several administrative, user, and reporting Web-Apps
 - REST-based API coded in C#
 - Azure SQL back-end
- **sQuid – XE2's sister company, active in the Charitable and Financial sectors**
 - **sQuidCard – Provides tuck-shop cash cards for school children in the UK**
 - The architect of the Azure-based infrastructure for sQuid's online, backup, Oracle Database
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - Dedicated VM running OracleOs
 - VPN linking sQuid on-premises vNet to Azure vNet
 - **Simple Mercy – Charity delivering Point-of-Sale Staples in Kenya**
 - The architect of Simple Mercy's Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - 3rd party coded Android App
 - REST- based API interface with JSON data feed, coded in C#
 - My work
 - Azure SQL back-end with custom T-SQL stored procedures
 - My architecture
 - **Save The Children – Charity delivering Point-of-Sale Staples in Somalia**
 - The architect of Save The Children's Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - 3rd party coded Android API
 - REST- based API interface with JSON data feed, coded in C#
 - My work
 - Azure SQL back-end with custom T-SQL stored procedures
 - My architecture
 - **iMlango – Microfinances company in Kenya delivering small, short-term loans**
 - The architect of iMlango's Azure-based infrastructure
 - Implemented the approved architecture successfully

- Architecture comprised of the following components
 - Android App coded by 3rd party
 - Front-end Web app coded in PHP by 3rd party
 - REST- based API interface with JSON data feed, coded in C#
 - My work
 - Azure SQL back-end with custom T-SQL stored procedures
 - My architecture
 - **The sQuid Humanitarian Hub – a single point of access for sQuid’s charitable ventures**
 - The architect of the Humanitarian Hub’s Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - Front-end Web app coded in PHP by 3rd party
 - REST- based API interface with JSON data feed, coded in C#
 - My work
 - Azure Functions and Logic Apps by me
 - Azure SQL back-end with custom T-SQL stored procedures
 - My architecture
 - **The Girl Guides**
 - Maintained their Exchange 2007 AND Exchange 2013 infrastructure
 - Migrated their Exchange 2007 infrastructure to Exchange 2013
 - Troubleshoot connectivity and security issues as and when required
 -
 - **The EXEL Centre**
 - Maintained their Exchange 2010 infrastructure
 - **PEI Media**
 - Maintained the virtual infrastructure supporting PEI’s Microsoft CRM system
 -
 - **Zeroing – a Debt Consolidation/Repayment Service for the American market**
 - The architect of Zeroing’s Azure-based infrastructure
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - WordPress front-end
 - Several Web Apps for administrative, user, and reporting
 - API interface coded in C# by 3rd party
 - Azure Functions
 - Azure SQL back-end
 - **Phase II – a Full-Service Communications Agency serving Life Science companies worldwide**
 - The architect of multiple CI/CD pipelines in Azure for Phase II
 - Implemented the approved architecture successfully
 - Architecture comprised of the following components
 - Visual Studio
 - GitHub
 - Jenkins
 - Docker
 - Azure Container Registry
 - Azure Kubernetes Service
- **XE2**
 - Responsible for all aspects of XE2’s infrastructure, BAU, Production and Dev
 - Migrated XE2’s multi-tenanted Exchange 2007 messaging system to 2013
 - Provided helpdesk coverage as and when required
 - Provided guidance and mentorship to junior colleagues
 - Reported directly to the CEO

01/16 – 08/16

Hill Dickinson
Infrastructure/Messaging Engineer

Liverpool

- Administered and maintained HD’s Messaging and Collaborative systems (Exchange 2010, Mimecast, Skype for Business 2013)
- Developed various PowerShell scripts for Exchange, and DFS

- Developed several PHP-based forms for Finance as part of their 'PaperLite' strategy
- Cleaned up the Exchange 2010 infrastructure
- Administered HD's Mimecast account which included
 - Syncing HD's AD with Mimecast
 - Syncing the Mailboxes with the Mimecast cloud
 - Configured Exchange services integration, Mimecast TTP, and Secure Messaging
- Secured all outgoing SMTP traffic via TLS
- Installed and configured Good Technologies MDM solution
- Provided BAU support for the general infrastructure as and when required
- Provided guidance and mentorship to colleagues

11/14 – 5/15

Wolseley

Senior Messaging/Archiving/Collaboration Analyst

Ripon, Yorkshire

- Successfully implemented Enterprise Vault which included
 - The smooth ingestion of all targeted mailboxes into the EV
 - The design of the process for PST Ingestion using the native MS tools
- Successfully moved the Mobile Iron MDM servers to new Datacentre
- Provided BAU support for the following systems
 - Exchange
 - Symantec Mail Gateway
 - Lync
 - Enterprise Vault
 - VMWare/vSphere
- Provided guidance and mentorship to colleagues
-

10/14

St. Faith's Preparatory School

Senior Active Directory Analyst

Cambridge

- Audited St. Faith's Active Directory and GPOs
- Resolved all issues discovered
- Mentored junior staff members on Best Practices

07/14 – 09/14

Imperial Tobacco

Senior Exchange Analyst

Bristol

- Completed Imperial Tobacco's migration from Exchange 2003 to Exchange 2010
- Decommissioned the Exchange 2003 infrastructure
- Successfully moved the Exchange 2010 servers to a new Datacentre
- Investigated and identified ongoing stability issues re: Ex 2010 on vSphere with Veeam
- Removed the TrendMicro End-User Quarantine database
- Provided consultancy regarding issues identified and their resolutions

10/13 – 04/14

Vodafone

AD/Exchange Migration Analyst

Bracknell, Berkshire

- Resolved cross-AD forest integration issues between Cable & Wireless and Vodafone
- Resolved cross-AD forest email/file/resource/application access issues between C&W and Vodafone
- Implemented terminal server solutions for C&W legacy apps via VB Script and PowerShell
- Resolved migration/integration issues identified by the Quest migration toolset
- Resolved cross-forest connectivity issues with the Exchange 2010 and Lync 2010 systems
- Assisted C&W user groups to migrate/integrate successfully into Vodafone
- Investigated, documented, and resolved issues regarding accessibility of resources in a multiple Forest environment

12/09- 08/13

The European Aviation Safety Agency

Senior AD/Exchange Analyst

Cologne, DE

- The architect of EASA's highly redundant, highly available, and geographically distributed Exchange 2010 messaging infrastructure
- The architect of EASA's Forefront protection for Exchange 2010
- The architect of EASA's the highly available, geographically distributed Forefront 2010 TMG proxy solution
- The architect of EASA's new 2012 RDS Database access solution for remote workers in Brussels
- The architect of EASA's Terminal Server 2012 system
- The architect of EASA's both the Hyper-V 2.0 and vSphere virtual environments
- Implemented all chosen architectures but Exchange 2010
- Migrated EASA from Exchange 2003 to Exchange 2010 successfully
- Migrated EASA from ISA 2003 to TMG 2010 successfully
- Administrated EASA's OCS 2007 r2 system
- Migrated EASA's core infrastructure servers to either VMWare or Hyper-V via P2V or V2V

Earlier work history available upon request

Skills

Operating Systems

- Windows (all versions)
- Linux, Unix, Sun, SunOs
- Ubuntu
- RHEL
- Android, IOS
- NeXt

Core Infrastructure

- Microsoft Azure, IaaS, SaaS, PaaS, IaC
- CI/CD pipelines incorporating Github, Azure DevOps, BitBucket, GitLab, Azure Container Storage, Artifactory, Docker, Jenkins, Azure Kubernetes services
- Design, Migration and implementation of AD Directory Services from project conception through to post migration handover
- Design, Migration and implementation of Exchange 4.5/5.0/5.5/2000/2003/2007/2010/2013 and 2016 platform migrations including cross forest, resource forest, clustering, MailSweeper, Mimecast, Forefront for Exchange, BES and Symantec Enterprise Vault Archiving technologies
- Exchange migration project planning, stakeholder management, implementation, documentation, and handover
- Exchange 4.5/5.0/5.5/2000/2003, 2007, 2010, 2013, 2016, and 2019 design, implementation, migration, and decommission
- Exchange Online, Office 365
- Checkpoint Firewalls
- Enterprise Vault v11 integration and migration from Exchange 2010 and 2013
- OCS 2007 R2, Lync 2010, 2012, and Skype for Business
- Symantec Message Gateway
- Databricks
- BackupExec, NetBackup, DPM, Veeam
- Message Labs, Mimecast, Symantec, Forefront
- Sophos, McAfee, Symantec, Kaspersky, Defender, AVG
- Windows PowerShell scripting
- SNOW Helpdesk software
- Work10 DMS
- Docker
- Kubernetes
- PHP, Visual Basic, Visual.Net, ASP.NET scripting
- Quest Migration Suite implementation and support (ADM, EMW, EMM and QMW)
- Monitoring Infrastructures using MOM, SCCOM, SCVMM, System Centre
- HA design and implementation using WLBS and Windows Cluster Service (MSCS) for both Exchange and Windows clusters (MNS and Shared Quorum)
- ISA 2.0/2006/TMG implementation and design; security policy creation, advanced administration; OWA, Web Reverse Proxy and EAS
- Implementation and configuration of large-scale RDS farms (all versions to 2016)
- Firewalls, VPNs, Proxy servers, Anti-Virus solutions
- Complex DNS/WINS/DHCP design, implementation, and administration
- Complex SMTP routing, both internally and externally

- SMPT/DNS/DKIM/DMARC
- SSL/TLS/HTTPS Certificate services
- Designing highly available secure web farms for hosted solutions using IIS1 to IIS12
- Security analysis and lockdown of Windows Server 3.51/NT4/2000/ 2003/2008 /2012/2016 infrastructures
- Advanced administration, design and support on 3.51/NT4/2000/2003/2008/2012/2016 Server based networks
- Design and implementation of DR strategies using Microsoft and Symantec products
- Design and implementation of large-scale virtualisation systems based on both VMWare and Hyper-V (all versions)
- Virtualisation and migration to and from VMware, and Hyper-V systems using the tools native to both, including large scale P2V migrations
- Advanced management of large-scale virtual systems using vCenter 4,5 and 6 and SCVMM as applicable

Hardware

- Dell, IBM, and HP Servers, All Major Firewalls, Reverse Proxies, Load Balancers, VPN Gateways, FC based SAN infrastructures and iSCSI technologies.

Databases

- Working knowledge of Oracle
- Expert knowledge of Microsoft SQL server (all versions), both on-premises, and in the cloud
- MySQL
- SQLite
- NoSQL
- CosmosDB

Programming Languages

- Terraform
- Ansible
- BiCep
- Python
- YAML
- C#
- Powershell
- Bash
- T-SQL
- Visual Basic
- VB Script
- Java Script
- C
- .Net
- ASP.Net
- .php

Management

- Team leadership, mentoring, skills framework, appraisal process, interviewing and hiring logistics, career coaching and other forms of support