



PROFESSIONAL SUMMARY

An experienced, astute and highly versatile IT professional with a strong background in the IT industry, with demonstrated expertise in end-user technical support, troubleshooting, data centre environments, networking, enterprise and consumer hardware maintenance and upgrades. Delivered consistent excellent results in virtualisation, system administration, software development and project management. A resourceful professional with a logical and practical approach to problem solving, and a strong commitment to the highest standards of professional conducts.

KEY SKILLS & CORE COMPETENCIES

- Customer Support
- PHP
- Git
- Windows OS
- Virtualisation
- Troubleshooting
- Technical Support
- HTML
- Data Centre Operations
- Linux OS
- System Administration
- Team Collaboration
- Web Development
- CSS
- Networking
- Server Management
- DNS
- Storage Solutions
- Project Management
- SQL
- Hardware Optimisation
- VMware
- Internet Protocol (TCP/IP)
- Network Systems

PROFESSIONAL QUALIFICATIONS

CompTIA Network +

5th February 2018

PORTFOLIO

Address Book - <https://github.com/AlexWinder/address-book>

May 2017

Technologies – PHP, MySQL, HTML5, Twitter Bootstrap 3

Ray Johnson wanted a simple, but secure, online platform to store contact details of clients, family members, and friends. Ray wanted a system which didn't leave him bound to a third-party, one which he had sole control over.

Tina's Top To Tails Website - <http://www.tinastoptotails.co.uk>

January 2017

Technologies – HTML5, CSS, Twitter Bootstrap 3, PHP

Tina's Top To Tails is a dog grooming salon in Cheltenham, UK. Tina Richards, the owner, wanted a sophisticated website to showcase her work, and to allow her services to stand out from the local competition.

Events Report

October 2016

Technologies – PHP, MySQL, HTML5, Twitter Bootstrap 3

Ray Johnson travels all over the UK installing remote Internet connectivity to outdoor festivals and events. Ray wanted a system which allowed him to record specific information about installations for reporting and management purposes.

Safe Hosts Internet LLP Portal

August 2016

Technologies – PHP, MySQL, HTML5, CSS3, Twitter Bootstrap 3, JavaScript, API integration of multiple systems

Safehosts are a data centre located in Cheltenham, UK which had requirements for a centralised system to interface between clients and staff members. The system would allow clients to manage specific aspects of their service, and also bring all systems into a centralised location for both clients and staff through the use of API calls.

CamKarts Website - <https://www.camkarts.com>

February 2016

Technologies – HTML5, CSS3, Twitter Bootstrap 3

Paul Saban, the inventor of the CamKart, wanted a well-designed website to showcase his innovative product and its vast array of functions and uses.

For further details about all projects, please visit <https://www.alexwinder.uk/portfolio>.

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For more information please visit <https://www.alexwinder.uk>, or email contact@alexwinder.uk



ALEX WINDER

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PROFESSIONAL EXPERIENCE

Findlay James (Insolvency Practitioners) Limited – Cheltenham, UK

March 2018 – Present

IT Manager

Findlay James (Insolvency Practitioners) Limited provide insolvency advice and services to companies who are experiencing financial difficulties, and are one of the leading insolvency practitioners in the UK. As IT Manager I was responsible for all aspects of IT to ensure the smooth operations of the business.

Safe Hosts Internet LLP – Cheltenham, UK

August 2016 – Present

Systems Engineer

As a Systems Engineer for Safe Hosts Internet LLP I worked on development of new systems to be used internally and for use by clients. I also oversaw the system administration of the new and pre-existing infrastructure in a VMware ESX virtualised environment. I also worked together with other engineers on the day-to-day operations of the data centre and ensuring that all infrastructure, such as network, power, and cooling systems, were all functioning as expected, and provided clients with technical support when they were experiencing issues.

M5i Limited – Cheltenham, UK

August 2015 – June 2016

Support Technician and Project Manager

M5i Limited provide managed services to clients of varying sizes all over the world, such as managed web-hosting, DNS, CDN, VPN and system development. My role primarily consisted of maintaining these services and supporting clients when they had queries or issues. Aside from supporting clients with technical issues, I worked with clients who had approached M5i for website development and I was responsible for the front-end development of these sites, primarily in HTML and CSS. I was also responsible for managing a small team of outsourced web developers to build bespoke systems. These systems were generally for internal use, although occasionally clients would approach the company for bespoke web platforms and task-specific systems.

Alex Winder – Cheltenham, UK

June 2015 – Present

Independent IT Contractor and Web Developer

Working as a web developer I have built and developed systems in a number of technologies, including HTML, CSS, Twitter Bootstrap, JavaScript, jQuery, PHP and database-backed systems with MySQL and MariaDB. I also provide system administration and management of IT infrastructure, including managed hosting and web, mail and DNS services, system configuration of Windows and Linux operating systems and hardware diagnostics.

Safe Hosts Internet LLP – Cheltenham, UK

January 2015 – October 2015

Network Operations Centre (NOC) Team Manager

Having already worked for Safe Hosts Internet LLP for a number of years in the position of NOC Engineer, in January 2015 I was promoted to NOC Team Manager, whilst still upholding my NOC Engineer duties. In this position, I coordinated the operations of a team of NOC engineers within the data centre. I composed a fortnightly rota to cater to the needs of the company, and delegated tasks to engineers to be undertaken outside of typical operations. I also regularly held meetings with other members of management to improve data centre operations, and frequently composed reports to relay information to managing directors and shareholders.

Safe Hosts Internet LLP – Cheltenham, UK

May 2011 – October 2015

Network Operations Centre (NOC) Engineer

As NOC Engineer, my primary role was to provide technical support to clients via helpdesk ticket system, telephone, or in person. I was also responsible, with other engineers, for maintaining the key data centre infrastructure, including power, network and cooling systems. Safe Hosts Internet LLP have a central VMWare hosting platform which is used to host various virtual machines which were to be used for the operations of the business, such as websites, monitoring platforms, DNS, VPN and IP PBX servers.

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