Alistair Munro

Please find a copy of this CV and less formal discussion of my career at amunro.net

Profile

A Support Analyst with long experience of installing, configuring supporting, maintaining and training users on a wide variety of systems I have a very strong working knowledge of MSOffice, OpenOffice.org, SQL, ITIL and Prince 2, and wish to further increase this knowledge. (a wider skills matrix is available). I keep a good working knowledge of Windows, Linux and Unix environments (On desktop, server and internet/cloud wherever possible), and can offer a rare combination of experience of legacy systems through to current and emerging technologies. My strongest assets are communication and problem solving. I enjoy teaching, presentation and explaining complex concepts in an understandable manner. I work equally well in a team environment and as an individual. I am keen to work in a strong and stable environment, within a company that is forward thinking and allows me to expand my knowledge and experience. I am also keen to increase my academic qualifications and would appreciate the opportunity to do this.

Key Skills

- Cross platform & Legacy Experience (Unix, Linux, Windows, Server, Desktop & Cloud)
- Vendor Relationship Management
- Hardware Estate and Software Portfolio Management
- Customer Service
- First, Second & Third Line Support & Problem Solving
- Software Trainer
- ITIL Processes (CM, IM, PM, UA Testing & Release Management)
- Creation of Documentation

Specific Technology Experience

- Unix/Linux
- MS Windows
- AD
- Exchange Server
- Citrix
- SQL
- MS Office
- HTML
- Python

DAC Beachcroft (Temporary Contract), Bristol

03/2014 to Date

1st Line Support Analyst

Duties & Responsibilities

- Remote support of MS Windows 7 Desktop Estate
- Diagnosis of incidents of problems in a live production environment
- Upkeep of Legal Computing Estate (updating Exchange, AD, Case Management Systems etc)
- Incident and problem Management
- Creation of User and general Documentation
- Analysis of call data for quality and service delivery improvement.

FLAG Somerset, Morland   12/2014

Data Co-ordinator

As the Somerset levels flooding disaster emerged in February 2014, I was asked to control and manage the massive influx of data to the volunteer group that temporarily handled the emergency response to the flood evacuation effort and viral internet campaign for offers of civilian help for flood victims. Within 2 hours of appointment, I had deployed a cloud management system to store the data. Within 24 hours of appointment I had formed a team of six volunteers to process data into the storage and distribution system. Within 48 hours, I had automated the process from end to end so that offers of assistance, equipment or donations went from a form on a web-page to the relevant emergency workers on the ground instantly without need of human intervention. All these measures were implemented at zero cost.

Eversheds (Contracted via Computercenter), Cardiff   09/2013 to 11/2013

2nd Line Support Engineer

Duties and Responsibilities
- Tape Backup and Restoration to Offsite Secure Facility
- MS Desktop & Application support within ITIL compliant environment
- Routine Server, Switch & Patch Maintenance
- Review of creation of user operating procedure for end users to adhere to legal standards
- Maintenance of AD, Exchange and other corporate system accounts.
- Support and fault fixing of Legal specific applications such as Hummingbird DM, Big Hand Dictation, Carpe Diem Time Tracking and others
- Achieved creation of new 3G offsite operating procedure despite being on short term cover contract
- Up-keep of Remedy ITIL system.

Airbus (Contracted via Altran Xype), Bristol   05/2011 to 12/2012

Single Collector Support Analyst

Duties and Responsibilities

- Monitoring & reporting on Multinational Licence Usage & Availability
- Monitoring and Maintenance of Licence Management tools
- Creation and Maintenance of Documentation
- Problem Management & Problem Solving
- Incident Management & Resolution

Key Achievements

- Application of existing experience to new product area (IE PLM & CAD/CAM products)
- Rapid transfer of existing Linux skills to UNIX Environment.
- Extended experience of ITIL skills, particularly with practical application of capacity management, problem management, use of KPIs
- Experience of independent contracting.

Symmetry Ltd, Bristol   09/2010 to 01/2011

Business Support Consultant

Duties and Responsibilities

- 1st & 2nd Line Remote Customer Support & Consultancy
- Test Programme Management
- Incident & Problem Management
- Creation of Documentation
- Problem Management
- Enhancement Management

Key Achievements

- Rapid familiarisation with Oracle Environment including relationships to SQL scripting methods.
- Rapid familiarisation to Financial Systems.
- Rapid familiarisation to Java & Oracle development environment.

MoD DE&S (Contracted via Symonds, Serco & Babcock), Bristol   04/1998 to 09/2010

Help Desk Analyst rising to FWH System Controller & Technical Support Manager

Duties and Responsibilities:

- Support and Development of MoD Time & Attendance accounting & HR system.
- Support and Development of Real Time RFID Safety System.
- 1st & Second Line Technical Support & Analysis to MOD Services Contract.
- Management of incident log including problem solving and communication of progress to customer and negotiation with technical sources.

- Co-ordination of customer policy requirement with customer, vendors and other stakeholders to point of delivery. Typically including generating requirement, project scope, delivery planning, customer communication and user manual documentation.
- Training of HR Administrators in use of Crown Computing's Open Options package and Remote Access Tools
- Influencing customer in their development of their deployment of services and technology.
- Presenting seminars and training and business cases concerning upgrades of existing software and new software to all part of the customer.
- Ad Hoc fixes and support such as Creating Access Databases using VBA, ODBC to other data sources, Macros, custom data analysis from SQL, Progress and CSV.
- Data cleansing and migration usually to SQL from Legacy or Redundant Technology.

Key Achievements :
- Successful Implementation of Helpdesk.
- Delivery of Time Accounting System to customer despite extreme end user resistance.
- Delivery of RFID safety system despite severe logistical and policy difficulties.
- 12 Year continuous delivery of 1st and 2nd line support and analysis.
- Successful contract compliance to MoD Dii requirements.
- Remote Delivery of corporate SAP system to MoD desktops using Citrix & Terminal service.
- Successful marriage of various COTS products with specific MoD Policy & Requirement.
- Becoming the UK's only independent accredited trainer for Crown Computing Open Options.
- Adapting successfully to the new demands of a role that requires public speaking, training and presentation skills.

Various   01/1997 to 04/1998

Temporary Positions

While searching for a suitable position, I took on a very varied selection of temporary posts through agencies. These ranged from several days document filing through to several weeks at Hutchison Telecom giving second line hardware support.

CITY ELECTRICAL FACTORS   01/1992 to 01/1997

Van Driver rising to Stores Manager

After leaving school, I spent a number of years in the Electrical Wholesale trade. I started as a van driver, and rose through the ranks being at various times a Stores Assistant, Trade Counter Assistant, Telesales Representative and finally a Stores Manager.

Education

Gained 8 GCSE passes of C and above including Physics, Biology, Chemistry, Maths, English Lit & Lang.1 D Grade pass in Geography. Was successfully taking A Levels when I had to leave education for family reasons.

Most of my IT industry education has been self taught or on the job experience. This started In my early teens when my Father entrusted me to computerise the family care home businesses' Payroll (Sage) and staff and patient records, and has extended to learning a variety of subjects such as HTML, SQL, Python, Relational Database technology and into UNIX, Linux and Open Source. My recent self study has centred around the Raspberry Pi and encouraging my nieces and nephews to take up programming with the Scratch language. I have lifelong interests in Motorsport and communication which I brought together by becoming a volunteer Motorsport Marshal. This rewarding pursuit has taught me the ability to negotiate complex, fast moving and dangerous environments while keeping a level temper and the value of teamwork and how to manage relationships without the incentive of monetary reward.

PERSONAL DETAILS

Date of Birth	28th January 1974
Address	109 Pennycress, Weston Super Mare, BS22 8PP
Telephone Number	01934 424609
Mobile	07557 055712
Email	alistair@amunro.net
Nationality	British Citizen UK Passport available
Marital Status	Single (Living with long term partner)
Car Owner	Yes
Driving Licence	Full, clean
Security Clearance	Previously cleared to SC vetting level with MoD DVA for 13 Years
Interests	Motorsport Marshalling, Allotment keeping, Wildlife Rescue & Conservation