

# Phil Wiffen

Location: Cambridge, UK  
Nationality: British  
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## Overview

Versatile and customer-facing with a focus on applying technology to business problems. Experience at startups and Fortune 500 organisations. Enjoy working with and helping people. Keen interest in Storage, Virtualisation, Cloud, ServerSAN, and Automation. Communicative, collaborative, and endlessly curious about technology.

## Key Skills

### **Storage and Backup** (6 years storage, 3 years backup)

NetApp Storage Systems including FAS2000 series and FAS3000 series systems running NFS, SMB and iSCSI. Also experienced with tape library systems and basic EMC Networker exposure.

### **Virtualisation** (6 years)

Strong understanding of virtualisation fundamentals, as well as experience with VMware ESX/ESXi, Workstation and vCenter. VMware Certified Associate in Data Center Virtualization and Cloud. Also dabbled with Hyper-V and OpenStack.

### **Linux Operating Systems** (8 years)

Red Hat Enterprise Linux (RHEL), CentOS, Fedora Core, and Ubuntu system administration via Command Line, GUI, SSH and Web Interface.

### **Microsoft Client and Server Technologies** (12 years client, 5 years server)

Broad experience from Windows 3.11 right through to Windows 7 and Server 2008 R2. Installation, troubleshooting, maintenance and configuration. Active Directory, Exchange, Group Policy, Windows Deployment Services, Microsoft Deployment Toolkit.

### **Networking and Internetworking** (7 years)

Experience with wireless and wired networks in small business and data centre environments, including DHCP, DNS, TCP/IP. Fundamentals gained from Cisco's CCNA Course, including: LANs/WANs, Cisco IOS, TCP/IP, Switching, Routed and Routing protocols, VLANs, and WLANs.

### **HPC/Grid computing** (3 years)

Experience with High Performance Compute and Grid computing technologies (IBM LSF)

### **PC and Server hardware** (12 years)

Able to build, upgrade, troubleshoot and repair PCs and Servers. Experience with traditional rack-mount servers as well as blades.

## Key Qualities

### **Business focus**

My focus is on enabling the business. I believe that IT has the power and responsibility to unlock a company's potential and help it to realise its goals. To achieve that, I believe that IT must become a key business partner by engaging with the business, understanding its requirements and working to meet or exceed them.

### **Rapid and keen learner**

Able to understand and pick up new applications and concepts quickly with minimal training. I also run my own virtualised home lab to experiment with interesting and emerging technologies, as well as study online IT training courses in my spare time.

### **Highly adaptable**

Repeatedly adapted skills to business needs in every role to date. Because of this, I have experience and understanding of a wide range of technologies and concepts. While it makes me a "master of none", it makes me effective at understanding how to apply technology solutions to business problems.

### **Communicative and collaborative**

I'm an excellent communicator; able to translate between IT language and business language. I enjoy working with people, understanding their needs and working to solve their problems. I also enjoy helping others, and openly collaborate to share knowledge and experience, as well as sharing interesting and free learning resources.

## **Work Experience**

### **Engineering Systems Analyst, Broadcom**

*June 2011 – Present Day*

Working as part of the senior IT Support team for the EMEA Region, supporting demanding and highly technically competent hardware and software engineers. A diverse role which covers:

- Level 3 technical support for our internal employees (Windows, Linux, HPC, Storage and Virtualisation)
- Supporting the regional IT infrastructure, including the European Data Centre in Cambridge which serves over 800 people
- Liaison/Business Relationship Manager, liaising between business units and corporate IT based in the US.

### **Key Achievements:**

- Started and was primary contributor to a regional documentation project to document company-specific tasks. Three years on, the project contains over 500 pieces of documentation and is frequently used by existing and new staff.
- Documented and published a comprehensive setup and configuration guide for NetApp storage systems, to bring them to internal standards. Currently stands at over 9,000 words, and has received very positive feedback from senior IT staff and managers.
- Using decommissioned equipment, created a shared-access, virtualized lab environment for IT Liaisons and other IT staff globally to experiment with IT technology in a zero-cost way without the need to configure their own hardware. Documented and provided training for colleagues. Use cases include experimenting with VMs, Linux, Windows and NetApp and Isilon simulators.
- Became a Storage and Virtualisation "Subject Matter Expert" for the region, and regional data centre which supports roughly 800 users. Frequently shared experience and guidance with the global Storage and Virtualization team.

### **Main Activities:**

- General day-to-day Level 3 IT support of Windows and Linux-based systems
- Forecasting and provisioning of compute resources and storage systems to support the needs of internal customers using the European data centre, based in Cambridge.
- Supporting diverse Engineering Lab environments, including Android build labs running Ubuntu.

### **Key Technologies:**

- NetApp Storage Systems, Red Hat Linux, Windows 7, IBM LSF, VMware ESXi, Citrix XenApp

### **IT Engineer, DisplayLink**

*September 2007 - June 2011*

Working with the Senior IT Engineer, providing IT and Business support to over 130 employees across 4 global offices. While initially a purely technical role, my focus became to liaise with Engineering departments and project leads to ensure that we delivered required IT systems and services on time and on-spec.

### **Key Achievements:**

- Advocated and implemented "ahead of the curve" adoption of virtualisation, starting with VMware ESX 3.5 back in early 2008. This adoption has given IT incredible flexibility in dealing with Engineering demands, as well as saving thousands of pounds in power, hardware and cooling.
- Researched and deployed Microsoft Deployment Toolkit with WDS, for deploying PCs and images. In combination with authoring AutoIT scripts and unattended installations, this has reduced PC Deployment rollouts from 5 man-hours to approximately 0.5 man-hours.
- Drove efforts to harmonise and integrate remote offices with the primary R&D site; including branch office visits to Taiwan, Poland and California.

#### **Main Activities:**

- General day-to-day IT support of Windows and Linux-based systems
- Planning major back-end IT infrastructure upgrades to ensure IT meets and exceeds business needs.
- Working with departments and project managers to ensure they have the right IT equipment and systems to deliver.
- Specification and procurement of IT systems to support the business and Engineering functions
- Liaising with suppliers and vendors, including licensing, contract and purchase negotiations.

#### **Key Technologies:**

- NetApp Storage Systems, VMware vSphere, Microsoft Exchange, BlackBerry Enterprise Server, Active Directory, Group Policy, Linux (CentOS), Bitlocker, Windows Server 2008 R2, Microsoft Deployment Toolkit.

#### **IT Manager, Crownhill Associates Ltd**

*September 2003 – September 2007*

Solely responsible for the company's ICT, including but not limited to: web site development and web mastering, Linux and Windows server administration, purchasing, technical support, LAN management, system building (inc. upgrades and repair) and collaboration with developers and project managers. A number of my solutions were incorporated into products used by Law Enforcement agencies including the Metropolitan Police, the FBI, and the CIA.

#### **Multi-skilled Designer and IT Technician (Part-Time), Crownhill Associates Ltd**

*August 2001 – September 2003*

- Development and maintenance of commercial websites using HTML, PHP, MySQL, Flash, Dreamweaver, and Fireworks.
- General IT Administration and in-house Technical Support.

#### **Owner (Part-Time), Custom PCs**

*1999 - 2000*

Ran my own company that built new systems to specification, and repaired and upgraded old PCs.

## **Certifications**

- VMware Certified Associate - Data Center Virtualization (VCA-DCV)
- VMware Certified Associate - Cloud (VCA-Cloud)

## **Courses**

2013 - 2014:

- NetApp Data ONTAP 7-Mode Fundamentals (NetApp)
- Windows PowerShell Fundamentals (TrainSignal)
- Windows Server 2012 Hyper-V Essentials (TrainSignal)
- CompTIA Cloud Essentials (TrainSignal)
- CompTIA Storage+: Storage Fundamentals, Network Storage & Data Replication, Data Protection & Storage (PluralSight)
- Project Management Essentials™ For the Unofficial Project Manager (Franklin Covey)

2003 - 2005:

- Cisco Networking Academy Program - CCNA v3.1 (Cambridge Regional College)

[Course Datasheet](#) (PDF, 266KB)

[Summary of Skills Attained](#) (PDF, 12KB)

CCNA Semesters 1-4 are equivalent to 280 hours of instruction. All semester exams passed above 79% score.

- CCNA1: Networking Basics
- CCNA2: Routers and Routing Basics
- CCNA3: Switching Basics and Intermediate Routing
- CCNA4: WAN Technologies

## Education

### 2001 – 2003: AVCE in ICT – Advanced, Double Award (Cambridge Regional College)

Overall grades awarded: B B

### 1996 – 2001: GCSEs (City Of Ely Community College)

8 GCSEs grade A-C; including English, Maths and Science

## Additional Information

- Current IT interests include: Virtualization, Storage, Automation and the potential of Cloud
- Full, clean, UK driving licence.
- Willing to relocate for the right opportunity.
- I run an IT blog at <http://www.twistedethics.com/> and tweet at [https://twitter.com/phil\\_wiffen](https://twitter.com/phil_wiffen)

## References

References are available on request, or you can check out my [LinkedIn profile](#)