Phil Wiffen

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Location: Cambridge, UK
Nationality: British
Date of Birth: 1984-09-05

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Overview

A versatile IT professional who enjoys understanding business problems and figuring out ways to solve them with technology. Experienced in systems administration, IT management and business relationship management; and comfortable in both start-ups and Fortune 500 organisations. Current IT interests include: Virtualization, Storage, Automation, Hyper-convergence, and Cloud computing.

Key Skills

Storage and Backup (6 years storage, 3 years backup) – Installation, configuration and support of NetApp NAS/SAN Storage Systems running NFS, SMB and iSCSI. Tape library backup systems and EMC Networker.

Virtualisation (6 years) - Including VMware ESX/ESXi, Workstation/Player and vCenter. VMware Certified Associate in Data Center Virtualization and Cloud. Also dabbled with Hyper-V and OpenStack in my home lab.

Linux/Unix (8 years) - Red Hat Enterprise Linux (RHEL), CentOS, Fedora Core, and Ubuntu system administration.

Microsoft Technologies (12 years client, 5 years server) - Installation, troubleshooting, maintenance and configuration of Windows 7 and Server 2008 R2 as well as Active Directory, Exchange, Group Policy, Windows Deployment Services, and Microsoft Deployment Toolkit.

Networking (7 years) - Experienced with networks in small business and data centre environments, including LANs/WANs, Cisco IOS, TCP/IP, Switching, Routed and Routing protocols, VLANs, and WLANs, DHCP, and DNS. Trained to CCNA level.

HPC/Grid computing (3 years) - Experienced with High Performance Compute and Grid computing technologies (IBM LSF)

Business Relationship Management (4 years) - Able to build strong relationships by engaging with the business, understanding their problems and working with IT to find solutions.

Key Qualities

Business focus
My focus is on enabling the business. I believe that IT has the power to unlock a company's potential and help it to realise its goals. By engaging with the business and understanding its requirements, IT can become a key business partner.

Rapid and keen learner
Able to understand and pick up new technologies and concepts quickly; and have aligned my skills to business needs regularly. I also run my own home lab to experiment with interesting technologies, as well as study online IT training in my spare time.

Communicative and collaborative
I enjoy working with people, understanding their needs and working to solve their problems. I also enjoy helping others, and openly collaborate with a view to sharing knowledge and experiences, as well as resources I feel may be useful to my colleagues and co-workers.

Engineering Systems Analyst, Broadcom
June 2011 – Present Day

Part of the senior IT support team for the EMEA region, supporting demanding and technically competent hardware and software engineers, as well as the IT infrastructure.

Key Achievements:

- Created a shared-access virtualized lab environment for global IT staff to experiment with IT technology without the need to configure their own hardware. Documented and provided training for colleagues.
- Promoted the use of OneNote, including kick-starting a regional project to document company-specific information and share weekly reports centrally. This lead to better communication and collaboration amongst the EMEA IT team.
- Documented and published a comprehensive NetApp setup and configuration guide for IT staff, to help ensure consistent standards across the organisation. Very well received by Infrastructure team and management.
- Became the go-to contact for Storage and Virtualisation in the region and the regional data centre which supports roughly 800 users and contains roughly 0.5PB of data.

Main Activities:

- Level 3 technical support for EMEA region (Windows, Linux, LSF Grid compute, Storage, Backup 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 Technologies:

- NetApp Storage Systems, Red Hat Linux, Ubuntu, 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 technical role, my focus shifted to liaising with Engineering departments and project leads to ensure that we delivered required IT systems and services to meet the needs of the business.

Key Achievements:

- Advocated and implemented adoption of virtualisation, starting with VMware ESX 3.5 in early 2008. This adoption gave IT incredible flexibility in dealing with the Engineering demands of a rapidly expanding organisation, as well as saving thousands of pounds in power, hardware and cooling.
- Automated the installation and configuration of our Windows client deployments, using Microsoft Deployment Toolkit with WDS for lite-touch deployment as well as authoring AutoIT scripts and unattended installations. This reduced PC Deployment rollouts from 5 man-hours to 0.5 man-hours and, over 3 years saved over 500 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.
- Advocated and implemented a move to Microsoft Volume Licensing from the existing OEM licence purchasing model, leading to greater flexibility and reduced administration costs.
- Standardised on single-vendor computer supplier to simplify technical support and enable the business to grow rapidly with minimal IT staff.

Main Activities:

- General day-to-day IT support of Windows and Linux-based systems
- Planning major 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.
- 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, Windows Deployment Services.

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, network management, system building (inc. upgrades and repair) and collaboration with developers and project managers.

IT Technician and Web Developer (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.

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)
CompTIA Storage+: Storage Fundamentals, Network Storage & Data Replication, Data Protection & Storage (PluralSight)
Windows Server 2012 Hyper-V Essentials (TrainSignal)

Windows PowerShell Fundamentals (TrainSignal)
Project Management Essentials™ For the Unofficial Project Manager (Franklin Covey)
CompTIA Cloud Essentials (TrainSignal)

2003 - 2005:

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

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

Online Presence

- I run an IT blog at twistedethics.com and tweet from @phil_wiffen