Phil Wiffen

Location: Cambridge, England
Nationality: British

firstname.lastname@outlook.com

Who am I?

A versatile and collaborative IT Professional who enjoys working with people and technology, solving business problems, and making things more efficient.

Catalysed by a natural curiosity, everything I do is driven by a desire to help others. From driving documentation efforts and setting up technical centres of excellence to facilitate knowledge sharing, to engaging with the business to understand its needs. I care deeply about the customer experience, ensuring that IT is viewed as a business partner, and looking at emerging technologies that can help companies stay one step ahead of the competition.

Key Skills

Storage and Backup (7 years storage, 4 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 (7 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 (9 years) - Red Hat Enterprise Linux (RHEL), CentOS, Fedora, and Ubuntu system administration.

Microsoft (12 years client, 5 years server) - Installation, troubleshooting and configuration of Windows 7 and Server 2008 R2 as well as Active Directory, Exchange, Bitlocker, 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 (4 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 problems and working with IT to find or build solutions.

Key Qualities

Communicative and collaborative
I believe that communication and collaboration are key to delivering successful IT services. I openly document processes and procedures to share knowledge and experiences with colleagues and improve consistency.

Business and people focus
I enjoy working with people, understanding what they do, their requirements and working to solve their problems. By understanding the business, I believe that IT can become a key business partner and help a company thrive.

Rapid and keen learner
I'm able to understand and pick up new technologies and concepts quickly; and align my skills to business needs. I also run my own home lab to experiment with interesting technologies, as well as study online IT training in some of my spare time.

Engineering IT Operations, Broadcom (Semiconductors, 10,000+ employees)
October 2014 – Present day

Joined the newly-formed team responsible for supporting our Engineering teams. European Subject Matter Expert for Storage and Virtualisation, responsible for over 0.7PB of data. Technologies include: Linux/Unix systems, NetApp Storage Systems and LSF Grid.

Key Achievements:

- Formed a Storage Centre of Excellence for global colleagues to share best practises and knowledge.
- Part of the team that moved our regional data centre, with over 380 devices, to a co-location facility with a total outage of less than 48 hours.
- Improved Windows file transfer speeds by an average of 2x for over 10,000 employees globally.

Engineering Systems Analyst, Broadcom (Semiconductors, 10,000+ employees)
June 2011 – October 2014

Part of the senior IT support team for the EMEA region, supporting demanding and technically competent hardware and software engineers, as well as the regional 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.
- Evangelised 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 NetApp setup and configuration guide to help global colleagues deploy storage systems consistent with internal standards.
- Became the go-to contact for Storage and Virtualisation in the region and the regional data centre which supports ~800 users and contains ~0.6PB 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 (Semiconductors, 130 employees)
September 2007 - June 2011

Working with the Senior IT Engineer, providing IT and Business support to over 130 employees across 4 global offices. The company grew from 50 to 130 people during my tenure. Initially focused on IT support and helping IT scale with the rapid expansion of the business, I later 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 VMware virtualisation in early 2008 which gave IT incredible flexibility in dealing with the Engineering demands of a rapidly expanding organisation, as well as saving thousands of pounds (£) in operational costs.
- Automated the installation and configuration of our Windows clients. This reduced PC deployments from 5 man-hours to 0.5 man-hours and saved over 500 man-hours over 3 years.
- Spearheaded a move to Microsoft Volume Licensing from the existing OEM licensing 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 business needs.
- Working with departments and project managers to ensure they have the right IT equipment and systems.

IT Manager, Crownhill Associates Ltd
September 2003 – September 2007

Solely responsible for the company's IT, including: web site development, Linux and Windows server administration, purchasing, technical support, network management, system building, and collaboration with developers and project managers.

IT Technician and Web Developer (Part-Time), Crownhill Associates Ltd
August 2001 – September 2003

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)
- Networking Fundamentals (Microsoft Virtual Academy)
- 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

Further Information

- I run an IT blog at kabri.uk and tweet from @phil_wiffen
- Current IT interests include: Virtualization, Storage, Automation, Hyper-convergence, and Cloud computing.

twitter.com/phil_wiffen

kabri.uk/

linkedin.com/in/philwiffen