DANIEL STEPHEN ANDERSON

Profile and Objectives

Highly skilled IT professional with more than 10 years of experience in the IT Support and Operations sector, primarily in educational and research environments. Passionate about developing creative IT solutions to achieve strategic organizational goals through consultation and collaboration. Accomplished team leader with an open and proactive approach.

Current Employment

04-2020 - Present
IT Manager
Fondazione Human Technopole | IT

Work Experience

11-2016 - 04-2020
Desktop Support Manager and Head of Windows Administration
EMBL | DE
- Management and coordination of the Desktop Support Team responsible for the Organization's heterogenous desktop environment.
- Multi-Site, Multi-Domain Windows Server management and integration with operationally critical systems.
- Implementation and administration of a high performance, GPU driven Virtual Desktop Infrastructure.
- Delivering large scale infrastructure projects spanning different geographic locations.
- Strategic planning of long-term IT activities based on collated input of key stakeholders.
- Advising on technical solutions for new concepts, while acting as the interface between collaborating departments.
- Modernization and migration of Microsoft Exchange email services.

Technical Knowledge

- Virtualization: VMware vSphere, VMware Horizon, Microsoft Hyper-V

- Server: Windows, RedHat

- Services: LDAP, DHCP, DNS, Active Directory

- Monitoring: Zabbix

- Backup: TSM, VEEAM

- Automation: Foreman, Puppet, SCCM, JAMF Pro

- ERP: SAP

- Storage: NetApp, Synology

- Network: FortiGate, Extreme Networks

- Email: Microsoft Exchange

- Desktop: Windows, Mac, Linux

01-2011 - 10-2016
IT Support Engineer
EMBL | DE
- 2nd Level Support to end users of Windows, Mac and Linux Operation Systems.
- Management and development of cross-platform deployment solutions.
- Handling of internal and external computer training activities.
- Windows Domain Administration.

10-2007 - 12-2010
IT Support Engineer
Stockton Borough First Federation | UK
- Migration of an existing, traditional IT infrastructure to a virtualized, flexible platform with tasks including Windows Domain reconstruction, email migration and standardization of networking across a diverse federation of educational institutes.

03-2007 - 04-2008
IT Manager
Ward Jackson Primary School | UK
- Overseeing of the school's IT infrastructure including software deployment, printer management and end user support.

Skills and Strengths

- Confident leading and working within, and across, diverse teams

- Developing and implementing strategies built on sound theory and best practice

- Clear, confident communicator to audiences at all levels

- Project management and delivery

Professional Training and Education

10-2006 - BSc Computer Science – University of Teesside UK
11-2010 - Cisco Certified Network Associate
11-2012 - Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services
03-2013 - Configuring Identity and Access Solutions with Windows Server 2008 Active Directory
08-2015 - Red Hat RHCSA Rapid Track Course
11-2015 - VMware Horizon View: Install, Configure, Manage (v6)
12-2016 - Configuring Advanced Windows Server 2012 Services
09-2017 - Vmware vRealize Automation: Install, Configure, Manage (V7.0)
10-2018 - Designing and Deploying Microsoft Exchange Server 2016
03-2019 - Agile Project Management Workshop

Languages

English (Native)

German (Intermediate)

Bulgarian (Beginner)