

RUSSELL SARGESON

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NATIONALITY: British

DRIVING LICENSE: Full, Clean UK Driving License

SKILLS PROFILE

- Microsoft Certified professional: Server Virtualization with Windows Server Hyper-V and System Center Specialist.
- Vast industry experience and a strong enthusiasm for IT and networking.
- Proven record of delivering projects to deadlines and developing solution architecture designs.
- Experienced in creating and supporting IT solutions and designs.
- 25+ year background in assembling IT server hardware and network infrastructure.
- Deep knowledge of current and previous Microsoft products and technologies.
- Initiative-taking approach with projects and working towards tight deadlines.
- Great ability to pick up, learn and improve any unknown software and hardware technology.
- Keen to further my skills with VMWare and Microsoft Hyper-V technologies.
- Proficient in Linux including Debian, Ubuntu and Debian based OS's
- Experienced in Docker, Traefik, NginX, MQTT and NodeRed.
- Keen focus on web and DNS security

EMPLOYMENT HISTORY

Head of Support, Addooco IT LTD

1/1/2020 — Current

Chesterfield

- Head of Support.
 - Orchestrating and improving support services offered by Addooco.
 - Leading and managing a team of twelve engineers, cultivating a culture of continuous improvement.
 - Develop and implement a robust support strategy in line with business goals.
 - Acting as a key point of contact between clients and the support team.
 - Streamlining support processes to maintain strict SLA targets.
 - Report directly to senior management for KPI targets.
- Senior Engineer.
 - Supporting Multi-Site and Multi Server hyper converged setups.
 - Capacity planning, renewing, building and installing solutions for business projects as well as to increase resilience and stability.
 - Training and tutoring engineers to further their skillset and overall knowledge.
 - Implementing new procedures and streamlining existing IT policies.
 - Liaising with customers to discuss project requirements.
- Deputy ISO manager.
 - Maintaining ISO 27001 and 9001 accreditations

Senior Engineer, Addooco IT LTD

4/24/2017 — 1/1/2020

Chesterfield

- Senior Engineer.
 - Supporting Multi-Site and Multi Server hyper converged setups.
 - Capacity planning, renewing, building and installing solutions for business projects as well as to increase resilience and stability.

- Training and tutoring engineers to further their skillset and overall knowledge.
- Implementing new procedures and streamlining existing IT policies
- Consulting with customers to discuss project requirements.

Senior Engineer, Addooco IT LTD

- Data Center Engineer.
 - Manage server architecture and streamline data center processes to improve efficiency.
 - Renewing and updating datacenter documentation
 - Leading upgrade projects and migrations

Senior Engineer, Sheffield Business Systems

3/3/2008 — 4/24/2017

Rotherham

- Covering the basics from installing printers to maintaining and installing Active Directory, Microsoft Exchange and Windows Server 2003 to 2016 as well as Linux servers, Hyper-V and VMWare solutions.
- Supporting Multi-Site and Multi Server heterogenous setups.
- Capacity planning, renewing, building and installing solutions for business projects as well as to increase resilience and stability.
- Creating and testing disaster recovery solutions to ensure company compliance.
- Ensuring customers are kept updated of the progress of any issue or project.
- Training and tutoring trainee engineers to further their skillset and overall knowledge.
- Solutions Architect and Pre-sales support.
- Working closely with prospects, customers and the sales team on a technical level in order to achieve the objectives of the solution.
- Design and document full solutions that meets business needs, which includes a range of technologies covering Microsoft Exchange, Windows Servers 2003-2016, VMware, Hyper-V, HP and Dell Hardware.
- Project manager responsible for designing and implementing customer managed services solutions.
- Responsible for design and install of server and network designs, cloud migrations as well as client project documentation.
- Disaster recovery and high availability planning with both Hyper-V and VMWare technologies such as VMotion and Fault Tolerance.
- Updating and creating innovative solutions for ongoing problem areas and for new unique selling points.
- Pitching solutions at client's sites and evangelising products and services.

IT Manager, Courier Logistics Ltd

5/9/2005 — 2/29/2008

Rotherham

- Develop appropriate IT strategies based on business goals while providing impact assessments and remediation strategies across all core application systems.
- Supply proactive, hands-on support to users across the business.
- Manage the telephone system and its suppliers including the fleet mobile phones.
- Manage all 3rd party IT service providers ensuring Service Level Agreements are adhered to and monitored.
- Create systems support documentation and supply staff training on any of the IT systems.
- Automate the daily courier depot and hub software procedures to ensure zero downtime 24/7/365.
- Manage the IT budget ensuring best prices and delivery times are achieved.
- Coaching of the IT department staff to ensure adequate training is completed.
- Manage and communicate with over 2,000 courier customers daily for their support needs.
- Support all company departments to ensure efficient and continued operational business.
- Lead the implementation of any IT projects.
- Maintain and replace service contracts for photocopiers, mobile phones and landlines.
- Create and plan disaster recover procedures.

Network Engineer, Langley Holdings

3/6/2000 — 9/2/2005

Retford

- Maintain servers, telephone systems and network infrastructure.
- Worldwide support of remote offices.
- Responsible for company wide data backups.
- On call support engineer for internal staff.

Computer Engineer, Cynetix Group

1/1/1996 — 1/1/1999

Doncaster

- Build, repair and maintain customers computers.
- Telephone support for customers
- Responsible for hardware and software inventories for both in house IT as well as customers equipment
- Hardware and software stock control

HOBBIES AND INTERESTS

- I'm an active member of the gym running club and I enjoy participating in charity half marathon runs as well as being a keen gym member. I also enjoy travelling, experiencing new cultures which enables me to effectively and confidently work away from home if the need arises.
- Sports: Football, F1, Athletics
- Mountain biking, walking.
- Socialising with friends.... outside of the pub!
- Keen computer user which enables me to make the most of a computer outside of an office environment.
- Book reading. The last book I read was The Mote in God's Eye by Larry Niven and Jerry Pournelle

REFERENCES

- Available on request