

Daniel Ian Shea

Current Location: Nottingham | Domain: www.dshea.co.uk | Email: Dan@dshea.co.uk |

Personal Statement

IT professional experienced in hosted/cloud infrastructure and software development. Keen to develop skills and knowledge further, evidenced through the completion of a full time master's degree whilst working as a support service desk engineer in the evenings. Willing to challenge myself as seen by choosing a computer science dissertation on artificial immune system algorithms which involved developing a program instead of a more management essay based dissertation. The program was written in C# using Visual Studio 2012 and consisted of an implementation of the negative selection algorithm; more can read on this at www.dshea.co.uk/blog

Technical Skills

	Working Knowledge	Basic Knowledge
Web Development	MySQL, HTML 5, CSS3, Javascript.	XML, AJAX, ASP.Net, PHP.
Compiled Development	C# .Net Visual Studio 2012/2010.	C++, C.
Linux	CentOS, Apache, cPanel, WHM.	RedHat, Cloud Linux
Windows	Active Directory, IIS, Server 2008/2012, Lync 2010/2013, Exchange 2010, SharePoint 2010,	System Center 2012 - Service Manager/Configuration Manager, Dynamics CRM, SQL Server 2010.

Education

Master's Degree: University of Nottingham

MSc. Management of Information Technology 2012 – 2013

Modules of Interest:

Programming (C# .Net Framework, visual studio 2010/2012, basic/junior programming and console/winforms apps).
Web programming and Scripting (client and server development, HTML, CSS, JS, PHP, ASP.NET)
Database systems (MySQL database design, build, SQL queries, relational algebra).
Enterprise Level Computer (Enterprise software design patterns, client-server relationships MVC etc.)
Computer Security (Software security, buffer overflows, infrastructure, OS, web, mobile, network, transport security).
Network Comms/Sys admin (Unix/linux, windows, physical comms, TCP/IP, UDP, NAT, LAN, WLAN, Network topology, routing).

Dissertation – Artificial immune systems.

A computer science dissertation concerned with logic and scientific method used to gain results from biologically inspired algorithms which represent the human immune system in a digital system. Main applications that have used these are computer security, hardware fault detection, anomaly detection systems, and pattern-recognition systems.

Specifically looked at the performance of the negative selection algorithm using different matching operations and varying length of data set and feature vectors. The program is written in C# using Visual Studio 2012, .Net framework 4.0.

Bachelor's Degree: Nottingham Trent University
LLB. (Hons) Law with Business 2009 – 2012

A levels / GCSE's

BBC – English Language, Media Studies, English Literature
10 A – C's Inc. Maths, English and Science

Employment History

Server Centre Hosting Ltd - Service Desk Engineer

May 2012 – Present Nottingham, United Kingdom

Currently working as a service desk engineer supporting Microsoft Lync, VMware virtual desktops, dedicated virtual servers and shared web servers (Linux/Windows). As well as working with our internal systems Dynamics CRM, SharePoint 2010, System Center – configuration manager and service manager.

Primary role is to provide support for customers using our technologies.

- Act as a point of contact to the customer via telephone and ticketing system.
- Work as part of a team or solo while troubleshooting issues.
- Follow industry standards for service desk operational procedures.
- Provide resolution in line with SLAs using technical language appropriate to the user's level of understanding.

Secondary role is to provide back end assistance on implementation of new technologies.

- Provide senior engineers with help on a wide range of tasks.
- Develop scripts to capture data.
- Test systems under development and provide detailed feedback prior to customer release.
- Help develop systems in preparation for release.

Tertiary role is administration of both Infrastructure and business systems.

- CRUD (Create read update delete) on all systems.

Key Achievements:

- Provided valued support to clients and was able to communicate technical details in a succinct manner.
- Quickly picked up technical skills in several technologies all of which was self-taught due to the nature of working 80% of the time alone.
- Helped senior engineers with the migration of all client data from several disparate systems to Microsoft system center using PowerShell scripts and cmdlets.
- Created hundreds of AD user accounts and Lync enabled them through backend and front end systems.

Hewlett Packard - Summer Placement

June 2011 – August 2012 (6 week placement) North East England, United Kingdom

The placement was broken into stages wherein exposure to different areas of IT and business functions was gained.

Wynyard Data Centre:

First stage encompassed the operational support of the data centre, gaining experience in change management procedures, data backup tape recovery and transportation operations and finally aiding with tours of the facility for high level governmental and private sector clients.

Second stage involved working closely with a team of contract network engineers, helping to configure routers and switches and aid with patching and cabling within the data halls.

Peterlee systems support:

Third stage was with a service desk team responsible for providing third line support for an international oil company's Wintel systems. Exposure was gained in enterprise infrastructure support troubleshooting techniques and service desk operational standards.

References Available on Request
