Michael Whitehouse

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TEAM MANAGER ~ SYSTEMS EXPERT ~ SENIOR TUTOR

Trusted IT advisor and execution specialist with many years industry experience in managing efficient projects and providing fast, practical training for creating highly effective users

Experienced, highly motivated technologist with history of successes leading and training teams. Active Microsoft community member with major vendor relations. Has supported more than 70 offices worldwide. Efficient traveller with the ability to get the job done from off-site locations and who believes in going the extra mile to satisfy a client.

TL;DR I'm a Windows Sysadmin who has been around the block a few times.

CORE COMPETENCIES

Team management • Rollout management • Training • Reporting • Advanced technical support • Project optimisation • Problem management • Software architecture and implementation • Server management

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PROFESSIONAL HIGHLIGHTS

- **Trusted expert** to senior investors and venture capital funds
- Educated and supported **more than 8000 students over the years**
- Manager of IT departments and administrator for large IT infrastructures with 150+ servers and systems with more than **£20-million of hardware**
- **Co-founded** a successful ongoing cloud/datacentre based hosting company

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PROFESSIONAL EXPERIENCE

Consulting Technical Engineer and co-founder Godeploy LTD   Jan 2016 to present

International hosting company for lab systems (Microsoft training specialty with other custom clients)
Datacentre installations, switch integration (HP mainly with minor inclusion of Dell hardware for specific tasks).
Windows 2016 storage controllers, S2D, Clustered with SMB 3.0
Dynamic Hyper-V server solution, 50+ Physical, elastic amount of VMs 500-3000ish
A lot of PowerShell, 1000s of lines of script to build, deploy and configure vast amounts of VMs
Worldwide customer base
Zen Desk integration and configuration
PFSense firewalls, Windows software networking
Azure integration for storage and web hosting the frontend platform
Systems infrastructure support for the development team

Freelance IT Consultant and Technical trainer   September 2010 to present

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Rollout management, Technical Project Specialist and Technical Trainer

- Operating worldwide
- Cloud training on Windows Azure as a specialisation with minor training in AWS
- Extensive scripting within PowerShell and other languages to less of an expertise including javascript and python
- Specialty consultancy with SCCM, SCVMM, PowerShell toolmaking, infrastructure deployment and design
- Bespoke training courses in CompTIA A+, Network+, Security+, Windows 2008, Windows 2012, Exchange, Vmware and Hyper-V, Windows 7, Windows 8, Windows 2012, Windows 2016, Azure, Office 365, Powershell
- 'Floor walking' support and team management services
- Optimising IT projects for effective execution
- Report structuring
- Problem resolution/solution management for both personnel and technical issues
- Course development and custom training delivery

NATO, Global Knowledge, Learning Tree, EZE Training, US DOD

Simplex Solutions LTD   July 2009 – September 2010

Senior Wintel support and management

Software architect who deployed teams to clients in supporting 40 firms remotely and on-site.

- Managed staff and project work
- Implemented Windows server 2008 and Windows 7
- Proactively patched and maintained server
- Managed website for support team

VERITAS, Sophos, Fortinet, SQL, IRIS, Sage, VMWARE

3i PLC via Allied Worldwide   2008 – July 2009

Senior Citrix and Wintel Administrator

- Managed over £20 million hardware
- Worked closely with high demand clients within investment, buyout and VC funds
- Supported active worldwide Citrix infrastructure for 37 global offices
- Deployed projects and managed support infrastructure inc. Active Directory Management
- Researched systems and provided senior advice channel

ITILv3, MOM and Citrix edge sight

Computeach International   2007 - 2008

Tutor for CompTIA and Microsoft software

- Prepared and delivered courses for 30 students, including course work compliant with legislative requirements and best practice
- Reported on performance and advised Managing Director and Head of Finance
- Collaborated with representatives of Computeach's services and other departments
- Delivered excellent customer service

MCSA, MCDST, A+, Network+ and Security+

Cookes Furniture LTD   2005 - 2007

IT Administrator

- Administrated over 100 Win 2k and XP systems and 15+ Linux and Windows 2003 servers
- Improved service and client relationships by implementing new stock control system, new 'e-shot' system for client database and negotiating better infrastructure contracts
- Lead software development teams
- Managed systems integration

Netgear International   2004 - 2005

Technical Support Administrator

Administrated the technical support department including handling escalated calls.

- Improved service and client relationships by creating a central knowledgebase to share best practices
- Met stringent time tables and deadlines
- Handled escalated calls including satisfying unhappy customers
- Supported Managed and Smart Switches, VPN's WiFi, Win XP/2k server integration

QUALIFICATIONS

MCSA Windows 2000	FAST Software Manager ELF	MCTS Exchange 2010
MCSA Windows 2003	SAIIT	MCSA Exchange 2013/2016
MCITP Windows 2008	ITILv3	MCTS Hyper-V
MCSA Windows 8		SCCM 2012/2016
MCSA Windows 2012		Azure certifications
MCSE Windows 2016		*AZ-900*
MCSA Windows 2016		*AI-900*
MCSA: Security		*MS-900*
MCITP Windows 7		*DP-900*
MCDST		*AZ-104*
MCSA Windows 10		*AZ-305*
MCP		*AZ-500*
		AZ-800 801
		AZ-140
		MS-100 101
		MD-100 101
		SC-100
		SC-200
		SC-300
		AWS Cloud Practitioner

MCT	CompTIA A+ 03, 07 & 09	*Currently studying:*
CTT+	CompTIA Security+ 07 & 09	AZURE Architecture
	CompTIA Network+ 07 & 09	Open Stack
		Code Academy JavaScript, Python, SQL