

# Curriculum Vitae

## Luke David Smith

Hampshire. England.  
Born 8<sup>th</sup> May 1981 - English  
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### Personal Profile:

I have always worked within a Microsoft Support and Consultancy role, which has given me broad and extensive experience with Microsoft Server Technologies. During my time with ICS I have developed knowledge of working with different business sectors, in a variety of sizes from small start-ups to international firms. Due to the nature of my employment history it is essential that I am a first rate, practical trouble shooter with the skills to diagnose and resolve technical issues. I possess strong interpersonal skills and am very concise and fluent when communicating with people on a broad range of levels. I am extremely confident in presenting information to others, work well under pressure and I am a keen team player.

### Employment history:

#### July 1999 to present – ICS Solutions Ltd ([www.ics.net](http://www.ics.net)) – Support Manager:

Sept 2010 – Present Day BPOS Delivery and Managed Services Manager

In addition to my responsibilities as below, I have the technical focus for Pre-Sales, Delivery and Management of our Microsoft Online Services (BPOS) engagements.

Aug 2008 – Sept 2010 Support Manager

In addition to my role as Support Team Leader I am now:

- Taking direct responsibility for the Support team,
- Managing and delegating work to the Technical Support Team,
- Developing and reviewing processes and procedures for the Support Department,
- Creation and extending of current support contracts,
- Pre sales and post sales.
- Implemented 5 node Windows 2008 Hyper-V Cluster environment for Supporting clients and rationalisation of internal Servers
- Migration and coexistence with Microsoft BPOS (Live meeting, Communicator, Exchange and Sharepoint)

July 2007 - Aug 2008 Support Team Lead

Building upon certain aspects of my Technical Support Engineer Role, becoming the Support Team Leader included the below duties:

- Responsibility for day to day running of the support team,
- Directing and mentoring two Technical Support staff members,
- Developed a senior consultant role,
- Providing Consultancy Pre Sales.

July 2001 - July 2007 Technical Support Engineer

Following on from my duties from the above, this role also included:

- Providing Third Level Support,
- Provide resolutions to Business Critical Applications,
- Client Facing Consultancy services on Microsoft Technologies,
- Producing Support Activity Reports,
- Designing and Implementing of SharePoint, ISA, BizTalk, Windows, LCS and other systems,
- User guide creation,
- Provided Clients with Company Training

July 1999 – July 2001 Junior Technical Support

This role consisted of:

- General Support of Internal Systems and staff computer equipment,
- Daily backups,
- Computer builds,
- Creation and control of Asset lists,
- Microsoft CTEC training course set up.

### **Consultancy Work Breakdown:**

Below is a highlight of recent engagements that I have had the privilege to work on while at ICS Solutions Ltd:

From – To: Ongoing

Project Title: Delivery and Fitters management systems

Description: Infrastructure planning and implementation of rack based servers and Blade infrastructure consisting of windows 2003, SQL Server 2000, .Net v2. Configuration of ISA Server VPN Site-To-Site to Customer Site for ongoing support. Candidate then deployed the ICS Applications to this environment and provides support for the ICS Applications and the associated infrastructure.

Customer: 'Large DIY Retailer'

From – To: August 2010 – October 2010

Project Title: Intranet

Description: Design and Implement a highly available SharePoint 2010 infrastructure (Virtualised Hardware) for 7000 users, Configuration of SQL 2008 R2 Instance on a Windows 2008 R2 64-bit operating system.

Customer: 'Financial Organisation'

From – To: July 2010

Project Title: Intranet

Description: Design highly available Multi-farm SharePoint 2010 infrastructure (Virtualised Hardware) for 7000 users, Configuration of SQL 2008 R2 Instance on a Windows 2008 64-bit operating system.

Customer: 'Luxury London Department Store'

From – To: February 2009

Project Title: Intranet

Description: Implemented a highly available MOSS 2007 infrastructure (Virtualised Hardware) for 3000 users, Configuration of SQL 2005 Instance on a Windows 2008 64-bit operating system.

Customer: 'Government Organisation'

From – To: Ongoing

Project: Bespoke Financial System

Description: Designed and implemented as part of a Team the clients Hosted Hub which contained MOSS 2007, .Net IIS Web Servers, Windows 2003 AD Domain, ISA 2006, K2 BlackPearl Server, BizTalk 2006 RC2, SUN Systems 5 and SQL 2005 Cluster the hosted hub requires high resilience and performance, all Microsoft Technologies were paired using Network load balancing or clustering, The system platform is based on Dell 1955 Blades connected directly to a Dell\EMC CX3 26Tb SAN. In addition to the hosted hub the client's office required hardware procurement and configuration for 15 users. Candidate then deployed the ICS Applications to this environment and provides support for the ICS Applications and the associated infrastructure.

Customer: 'Financial Service Company'

From - To: May 2008 - September 2008

Project Title: Intranet

Description: Designed and implemented a highly available WSS v3.0 and Search Server 2008 infrastructure for 3000 users, Configuration of SQL 2005 Instance on a Windows 2003 64-bit operating system. Candidate then deployed the ICS Applications to this environment and provides support for the ICS Applications and the associated infrastructure.

Customer: 'International Real Estate and Construction Company'

From - To: July 2008 - August 2008

Project: Intranet

Description: Designed and implemented a highly available MOSS 2007 environment for 500 users on a Windows 2003 32-bit Infrastructure and configuration of the SQL Server instance. Candidate then deployed the ICS Applications to this environment and provides support for the ICS Applications and the associated infrastructure.

Customer: 'Theatre and Cinema Company'

From - To: Ongoing

Project: Intranet

Description: Designed and implemented as part of a team a MOSS and WSS environment for 5000 users on a Windows 2003 64-bit operating system. ISA 2006 was deployed for this environment and used for Forms base publishing and Firewall ICS Solutions ADC Department then developed their bespoke applications for this infrastructure. Candidate then deployed the ICS Applications to this environment. ICS Solutions provide support for the ICS Applications and the associated infrastructure.

Customer: 'European IT Infrastructure Service Company'

From - To: Ongoing

Project Title: Message Hub

Description: Worked in a team to implement the infrastructure of the BizTalk 2004 Load Balanced Servers and Active-Active SQL Server 2000 Clusters on a Windows 2003 operating system. Candidate then deployed the ICS Applications to this environment and provides support for the ICS Applications and the associated infrastructure.

Customer: 'Leading UK retailer'

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**Key Skills:**

- SharePoint 2010 Design, Implementation and Support
- SharePoint 2007 Design, Implementation and Support
- BizTalk 2006 Implementation and Support
- Microsoft BPOS Coexistence, Implementation and Support
- Bespoke .Net Application Support.
- SQL Server 2000\2005 Implementation and Support
- Microsoft ISA 2004\2006 Implementation and Support
- Microsoft Windows 2008\2003 Environment Implementation and Support
- Microsoft Exchange 2003\2007 Implementation and Support
- Microsoft Live Communications 2005, Mitel Live Business Gateway, Microsoft Communicator - Implementation and Support
- Managing and diagnosing Microsoft server technologies
- Client Facing
- Training & Mentoring
- Confident, self-motivated and able to work under pressure with a minimum of supervision
- Team Player, Industrious

**Technical Skills:****Microsoft Specific Skills:**

- Microsoft SharePoint Foundation 2010
- Microsoft SharePoint Server (MOSS) 2010, 2007, 2003
- Windows SharePoint Services (WSS) 2, 3
- K2 BlackPearl
- Windows 2003, 2008 (R2)
- BizTalk 2002, 2004, 2006
- CRM 3, 4
- Exchange 2000, 2003, 2007, 2010
- SQL Server 7, 2000, 2005, 2008 (R2)
- ISA Server 2000, 2004, 2006
- Forefront UAG
- Office 2000 +
- LCS 2005
- Communicator 2005

**Other Skills:**

- DOS
- Visual Basic
- Technical Author of User Guides
- Clearswift Mailsweeper
- Sophos AV
- Mitel 3300 ICP, Live Business Gateway
- Oak Telecom Advance Telecommunications
- HP Procurve
- Dell PowerConnect
- Cisco IOS
- VLAN, and Networking Configuration.
- hMailserver, roundcube

**Education**

Cranbourne Secondary School, 9 GCSE's  
Basingstoke College of Technology, Advanced GNVQ in IT, HNC in Computer Multimedia

**Certifications:**

Microsoft Certified Technology Specialist (MCTS) in MOSS 2007 Configuration  
Microsoft Certified Technology Specialist (MCTS) in WSS v3.0 Configuration  
Microsoft Certified Systems Engineer 2000, 2003 (MCSE)  
Microsoft Certified Systems Administrator 2000, 2003 (MCSA)

**Training:**

Microsoft WSS v3 and MOSS 2007 Configuration and Supporting  
Microsoft BizTalk 2006 Configuration and Supporting  
Microsoft CRM Installation & Configuration  
Microsoft Windows Security  
Microsoft Exchange 2000 Migration  
Clearswift Mailsweeper Installation & Configuration

**Personal**

**Interests:**

Salsa, Mountain Biking, Computing, Technical Blogging, Skiing, snowboarding

References available on request

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