

# Joseph Kane

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## INTRODUCTION

I am writing to you looking for a career opportunity. I present a short history of myself and my skill sets. I'm hard working, honest and a loyal employee, I am educated and have a wealth of experience; this experience spans technologies, business sectors, geographic locations and cultures. I've always had a keen interest in computers since my father was a programmer in London and as a young boy we always had a computer in the house. In those days you had to have some programming nous in order to make games play and my curiosity was piqued by the machine. I married my Irish wife in 2012 and in 2013 we had a little boy; as a direct consequence of which we decided to move to Ireland from the UK in the summer of 2014 and we have been settling in happily. I started doing some contracting work for Nostra Systems in Lucan and have proven my value and am now in a permanent role.

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## EDUCATION

I was very fortunate to have been educated in a very prestigious school through my formative years: Bancroft's in Woodford Green where I received eight GCSEs mostly A and A\*, and actually took my maths exam a year early. Whilst at Bancroft's I was a keen rugby player, playing for both school and the local rugby club and enjoyed some success making it to the Essex trials.

However there were no computer sciences taught at that time there and my interest led me to study an Advanced GNCQ at Hertford Regional College for which I received a distinction. I also studied for a Maths AS-Level as a night course during this time. The practical nature of the technical college was a startling contrast to the academia I was used to but my teachers found me an eager pupil and I revelled in using new found techniques in for an example structured programming design, databases and systems analysis.

The natural progression was to read Computer Science at university, at the Hatfield campus of the University of Hertfordshire, where I received a BSc with Honours. My interest grew ever more as I studied such wonderful topics as artificial intelligence and neural networks, high performance processor design in line with advanced databases and other programming studies.

I was introduced to Gentoo Linux in University and as a direct consequence my natural curiosity and the open ended nature of open source have allowed me to continue to research in topics that are now becoming more mainstream such as Hadoop and very massively parallel processing with horizontal scale of physical resources.

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## WORK PRE-INTEGRATIONS

As previously stated my father was a programmer, and one of my first roles was working with him on his Swift implementation for Kindle Banking systems: debugging it for the Y2K problem in the summer of 1999. I also had a very short employment with ICL working on a helpdesk but found that the late working hours and my university studies were at odds with each other and I had to leave.

During university I had a work placement year at Dilmun Investments Advisors which was very much a hands on support role as the company was growing and diversifying and gave me experience with amongst other things Microsoft Exchange Server 5.5 administration including backup and repair of information stores and the illumination of network insecurity by security company Dionach.

After university I joined with my father as a two man team providing consultancy services and am proud to say that when I left as a Director in the summer of 2014 it was a thriving business with a million £ turnover.

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## INTEGRATIONS

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After I left university in 2002 we renamed the company to be Integrations and continued growth, becoming more of an outsourced IT department with web development and third party vendor management. Throughout my studies I was working part time for this family business. It is difficult to summarise nearly two decades succinctly, so in some chronological order there follows a list of a few of our customers and my role within Integrations that I provided or facilitated.

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### Improvements at Integrations

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- Design of online service ticket management system enabling management and overview of outstanding tasks and employee performance
- Migration to remote working using VNC then to TeamViewer
- Encouraging staff training
- Collocation facility provision and management
- 24 hour support call implementation and management
- Remote monitoring and alerts providing proactive maintenance opportunity
- Migration to 21<sup>st</sup> century phone system with Vodafone

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### Dilmun Investments Advisors 1998-2008

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- Junior desktop support engineer
- Exchange 5.5 hands on admin
- Managing 3<sup>rd</sup> Party (UUnet) for WAN links to Connecticut, Bahrain and Dublin.
- Database application creation for asset tracking and inventory using barcode scanner
- Office moves for 30 users and then again with 60 users.
- On location with Dublin office setup
- Data cabling and Panasonic digital phone system programming
- Web site creation using DHTML

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### Edmiston and Company 1998-2014

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- IT Function Manager
- Regular visits to offices in Monaco
- London office move for 30 users
- The Monaco office is shut down yearly for the Grand Prix: manage office removal and restore for 80 users and ensure remote user access for the duration of the event.
- Took ownership of Monaco move and Italian electricians in French to ensure timetables were met
- Manage 3<sup>rd</sup> party vendors in the UK and France (ISP, CRM, Telecoms, OEM)
- Management of migration of CRM from Goldmine to Dynamics CRM
- Management of phone system upgrades from Avaya to Mitel globally
- Management of VPN links and global redundancy of internal IT
- Implementation of OSPF for VPN redundancy.
- Design, procure, install and configure server estate upgrade into VMWare cluster with two sites and SANs
- Design procure and configure workstations upgrades globally
- Migration from pop3 email to Exchange 2003 to Exchange 2010
- Riverbed Steelhead and Cisco management
- Collocated sharepoint server management

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### Adventis PLC 2000-2013

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- Starting as a junior desktop support engineer and moving upwards to an IT function manager.
- Migration of email from Notes to Exchange 2003
- managing very large mailboxes for the era due to the graphic design nature of the business.
- BES management
- Managed office moves for approx 120 users.
- Managed 3<sup>rd</sup> party vendors including ISP and telecoms

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### **Crown Dilmun Properties 2002-2008**

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- Desktop support manager
- Office moves from Berkeley square to James St
- Nortel Phone system Programming
- Providing serviced apartment infrastructure support
- Web site creation
- Exchange server administration
- Windows server 2000 multi domain trusts
- Managing VPN links
- Managing 3<sup>rd</sup> party vendors ISP, AV and telecoms
- Technical assistance following separation of company into "Central Apartments" and then again following acquisition by "The Ascott Group of Hotels"

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### **Oakwood 2003-2014**

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- Provided local IT support for the London branch office under the supervision of the LA office
- Sage Line 50 and Sage 200 migration
- Hands on Cisco and Silverpeak troubleshooting, diagnosis and racking
- Managing local SIP / ISDN and ISP
- Management of office move for 60 users
- AMD Geode Wyse terminal configuration
- RDS in clusters

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### **Frontier Investments 2004-2014**

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- IT management developed into an outsourced CTO role
- Ensuring BCM and DR met a level set by regulatory authorities with the use of collocation providing backup system availability of 99.9994%
- Full control of all IT related vendors ensuring continuity of service above SLA and reducing costs for hardware replacement programs. Responsible for the migration of all servers into virtual role including the sourcing and implementation of the ESX servers, SAN and backup including offsite DR and BCP.
- Supporting in house developers with middle office function and investment research. This led to increased customer relationships and better data analysis of multiple feeds in accordance with quant strategy.
- Change management was critical including database design and contents and support thereof.
- RDS implementation for remote users
- After acquisition assisted in migration of users, databases and data including application process flows.
- Provided expertise for hybrid on-premises / office365 exchange facility

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### **Respite Management 2004-2014**

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- IT function manager
- Provided expertise in M&E and architectural meetings for the rebuild of the Townhall Hotel in East London from 2008-2010.
- Migration of PMS to Micros was another large project which took place in 2012, requiring provision of training equipment as well as server replacement and delivered in time.
- Vendor relationships were fully managed including the oversight of implementation of Micros Opera PMS and till systems. Managed project discrepancy and service provision and SLA management especially that of support provided what was closely monitored with penalties applied, requiring technical debate.
- Provided expertise and management in acquisitions for expanding chain. Providing 24 hour support for a chain of hotels required proper motivators and procedures for the team, and implementation of proactive monitoring and redundancy to reduce operational outages helped to reduce out of hours support call requirements.

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## Finmeccanica 2010-2014

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- Providing additional support to existing ICT team.
- Being brought in on specialist projects beyond support and being sponsored to a level of "Secret" with the UK government.
- Creation and implementation of tank calibration portable unit designed for drop in use in war zones.
- Creation and implementation of custom end point security device with active defence system.
- Provided expertise in M&E and architectural meetings for their office move in 2012. This was at a very low level including designing secure cable runs, fibre optic cable choices, CCTV and access controls including activation behaviours in fire alarm scenarios. Server room sizing, air conditioning requirements and power sizing were also included in these discussions.
- Providing project management and managing suppliers for guaranteed service of new computers and internet lines for their office refurbishment and move. All new equipment: server, network infrastructure and workstations were to be rolled out for the office move, so that the only thing that would be brought from the old office would be their data. This project involved splitting an Active Directory domain, migrating users, GPOs and data while keeping parent domain and also standing up new servers, locking down new workstations and testing.
- Managing SLA and tickets with their NOC and SOC operations regarding MPLS / telepresence / VoIP outages and incident reports from 3rd parties (GCHQ) including network forensics and an in depth technical security expertise for APT mitigation.
- Managing vendor relationships to maintain discounts and enforce warranty when required.
- Mentoring ICT replacement head and providing skills to ensure smooth transition while assisting with change management and acceptance of new policies.

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## POST INTEGRATIONS

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I left the UK, and Integrations at the end of July 2014 and took a long delayed holiday with my family. We found a home in Navan, Meath and have enjoyed the location for its ease to commute to Dublin. Work has been primarily with Nostra Systems, and here are some examples of the projects I have been involved in with them.

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## Nostra 2015

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- Azure management and external load balanced and DDoS protection for Boylesports
- VMWare clusters with replication, SANs and business continuity planning for CocaCola
- HyperV cluster with SAN and CSV and offsite replication for Lister Machine Tools
- Active Directory redesign and migration with Azure ADConnect and Office365
- Many Office 365 migrations from Exchange server into the cloud
- Cisco and Sonicwall installation setup and management
- HostelWorld full NAC/NAP implementation with PoE NEC phones
- Key inputs to workplace health initiatives

## TECHNICAL SKILLS

### Linux

- 
- Gentoo
  - Red Hat / Centos
  - Mandriva
  - Slackware
  - Suse
  - Ubuntu variations (Ubuntu, Mint, Bodhi)
  - Salt / chef / puppet / ansible
  - Gentoo hardened, GRSecurity/PaX/SELinux
  - Active member of Gentoo mailing list
  - Active bug reporter for Gentoo
  - Kexec instant boot
  - IDS / IPS with snort/suricata/ossim
  - ISC BIND / DHCP
  - Postfix
  - Mysql
  - Openvpn / pptop
  - Libreswan / openswan ipsec with GRE tunnels
  - BIRD / quagga
  - SNMP configuration / securing / walking / graphing
  - Qemu-kvm / vmware / lxc virtualisation
  - LVM and ZFS
  - LUKS with keyfiles / passphrases
  - DBAN / s.m.a.r.t/ IDE secure erase
  - PAM configuration with fingerprint / yubikey / ldap
  - VMWare ESX cluster, SRM and VCenter
  - Metalog
  - Syslog-ng
  - Strace
  - Gentoo on ARM
  - Asterisk

### Windows

- 
- Microsoft office 97 to 2013 including Visio and Project
  - Microsoft Windows 3.11, 95, 97, XP, NT, 2000, Windows 7 and Windows 8
  - Microsoft Server NT4, 2003, 2008, 2008 r2, 2012, 2012 r2
  - System Center SCCM, SCOM,DPM,VMM
  - Dynamics CRM and Grand Plains
  - Sharepoint
  - Powershell
  - Active Directory
  - Clusters
  - DFS with replication
  - ADSIEDIT
  - GPO advanced configurations
  - SQL Server 2005, 2008, 2012 administration
  - Exchange Server 5.5, 2003, 2007, 2010, 2013
  - Exchange information store recovery, backup and restoration
  - Sage Software Suite
  - Autodesk Autocad
  - Microsoft HyperV and in clusters
  - Simpana
  - Citrix and Windows Remote Desktop

### Devices

- 
- Equallogic SAN
  - HP storevirtual, MSA and PSA SAN
  - Arena SAN
  - Draytek Vigor
  - Sonicwall
  - Juniper
  - Fortinet
  - QNAP
  - Cisco
  - Linux itpables
  - Linux hosted SAN over iSCSI
  - Linux proxy with squid and squidGuard and clamAV
  - Riverbed Steelhead
  - Silverpeak
  - Barracuda spamfilter
  - GFI spamfilter
  - Mitel pabx
  - Mitel IP phones
  - Cisco IP phones
  - Cisco Aironet
  - Ubiquiti Unifi

### Cloud and Backup

- 
- Office365 hybrid / migration to cloud
  - MaxRemote backup
  - Symantec BackupExec
  - ADFS, DirSync and ADConnect2
  - Azure
  - Simpana
  - BackupAssist
  - AWS with dynamic scaling
  - MaxFocus MaxRemote Management
  - Veeam
  - Altaro

### Network and Forensics

- 
- 802.1x full stack deployment
  - 802.1q / 802.1d
  - Network interception techniques
  - Metasploit
  - Nmap
  - Nessus
  - Netcat
  - TCPDump
  - Wireshark
  - Airdump
  - Kismet with remote nodes
  - Hexedit of filesystems (NTFS recovery, EXT2 )
  - Gentoo Pentoo overlay
  - Kali
  - Cisco TCL scripting

## QUALIFICATIONS

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### Additional Qualifications

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- Institute of Leadership and Management ILM Foundation
  - IELTS 8.5 / 9.0
- Full car and motorcycle driving licence

### University of Hertfordshire 1998 - 2002

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- 2.1 Bachelors Degree Computer Science with Honours

### Hertford Regional College 1996 – 1998

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- Advanced GNVQ in IT with Distinction
  - Maths AS grade C

### Bancroft's School 1991 – 1996

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- Maths A\* (taken early)
  - Science A\*
  - Electronics A\*
  - Spanish A\*
  - French A
- Classical Studies A
- English Language B
- English Literature B