Curriculum Vitae

Gareth William Foot

Employment History

Codestone Group Ltd

A leading SAP and Cloud IT provider based in Bournemouth; Codestone specialise in both providing and supporting standardised and bespoke IT solutions.

Systems Administrator

October 2021 – Current

Managing both production and development environments, various line of business systems and handling internal cases ranging from new user provisioning to site-wide outages. Provided support for all tiers from first line to dev or director, requiring a broad range of skills and ability to quickly respond to the situation. Available for incident escalation for out of hours issues.

- Extensive use of Endpoint & Defender for Endpoint, to provide prompt remote resolution for a user base of 250 client devices
- Coded an Azure Function to add B2B External Identity domains as part of a defined approval process

Infrastructure Support

January 2019 – October 2021

Handling customer support incidents and requests while maintaining SLAs, preparing and implementing changes as well as documenting systems and processes. Working as part of a team tackling more difficult issues and teaching/supporting others when asked. Part of a rota system for incident escalations when out of hours.

- Windows Server (Active Directory, Group Policy, Exchange, Remote Desktop, Citrix)
- Office 365, Intune, Exchange Online, PowerShell, Network configuration (SonicWall, Cisco)

Infrastructure Support (24x7)

April 2016 – January 2019

Looking after customer support incidents/requests, monitoring service queues to manage SLAs, performing server maintenance and software upgrades, maintaining backup systems (Veeam), configuring and actioning generated alerts for the RMM system (N-Able). Wrote a C# application to improve backup job tracking for myself and colleagues.

QuoStar Solutions Ltd

A cloud platform provider, IT outsourcing and consultancy firm that specialise in Virtual Desktop systems.

End User Support Analyst, Systems Support Engineer

October 2012 – July 2014 – April 2016

Supporting multiple clients both remotely/on-site with a variety of environments; logging tickets received by e-mail/telephone. Maintaining client's servers both reactively and proactively; handling both internal escalation and cases logged by clients. I also received emergency calls when in an out-of-hours capacity.

Academic Achievements

University

BSC (Hons) International Network Computing (2nd Class Honours, 1st Division)

Staffordshire University (2012)

3-year study & 1-year work placement at The British School of Brussels (IT Technician)

The course followed a syllabus parallel to the Cisco CCNA-CCNP path and covered routing setup, switch configurations and troubleshooting methods. Additional modules of my choosing looked at encryption algorithms, programming a grid computing solution and security practices.

My placement year involved management of audio-visual equipment, including rooms fitted with a programmable centralised control system for demotics; on-call technical support for staff and students, including call-handling, ticket management and face-to-face support; management and expansion of site-wide digital signage system; management and maintenance of backups.

Sixth Form

Alcester Grammar School (2008)

Three A Levels in ICT (C), Mathematics (C) and Psychology (D); one AS Level in Critical Thinking (B).

High School

Alcester High School Technology College (2006)

Ten GCSEs awarded (grades A-C) including English, Mathematics and French

Skills & Certifications

Microsoft Certified

- Azure Solutions Architect Expert (AZ-305)
- Azure Security Engineer Associate (AZ-500)
- Security Operations Analyst Associate (SC-200)
- Solutions Associate (MCSA): Windows Server 2016

Personal Interests

I enjoy running, although currently on a break I have previously completed Tough Mudder, the Great North Run and the Bournemouth Marathon. In my downtime, I am usually playing video games, reading books or solving puzzles.

Contact Information

gfoot.cv23 [at] nitri.co.uk

07413 [five] [five] 8276
https://uk.linkedin.com/in/garethfoot
https://www.credly.com/users/gareth-foot/badges