

Jacob peace

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Education

Title of Course [2020-2021]

Name of Training

Title of Academy

Microsoft Certified Web Professional [2019 - 2018]

Graphics Designer and Web Administrator

Australian Example of Programming Business

High School Course

[2018 - 2016]

Title of the Course or Majors

Name of the High School

Skills and Competences

Full Stack Website Developer

Front End: HTML, CSS, JavaScript, SASS, SCSS, LESS, SEO React, Angular, Knockout, jQuery Bootstrap, REST, GraphQL, AJAX/API, Responsive Design, WC3

Back End: NodeJS, PHP MySQL, MongoDB, SQL, noSQL Apache, Express, IIS, Webhooks

Platforms: Amazon AWS, Linux, Windows, Cloud, Automation, Custom

Frameworks: WordPress, Joomla, PrestaShop, Shopify, Stripe, PayPal, Github

Management: Google Analytics, Adwords, Facebook Ads, Web Masters, etc

Full Stack App Developer

Platforms: iOS Development, Android Development, OS Development

Front End: React Native, JavaScript

Back End: Integrated platforms, IE, Custom, WordPress, Drupal, etc

UX and UI Designer

Platforms: Adobe Photoshop, Sketch, Figma

UI: Website Mock-ups, App Mock-ups, Infographics, Stylesheets, Logos

UX: Wireframing, Workflow Diagrams, Technical Specifications

Employment History

Position Title [2011 Mar - Current]

The Name of the Business

☞ Plan the direction and future for IT in accordance to the business continuity plan.

☞ Plan and forecast the organisation's annual IT Budget

☞ Manage and administer all of the organisations IT infrastructure and provide support for over 350 metropolitan and regional staff.

☞ Develop and document IT projects, procedures, configurations, installations, infrastructure, backups and security.

☞ Installed and configured new and existing IT systems, including software and hardware.

☞ Technical lead for all major projects and high level support tickets.

☞ Responsible for team of 5.

☞ Train, supervise and assist Level 1 and 2 Helpdesk and IT support staff

Achievements:

☞ Lync 2013 environment installed and deployed to all local and regional staff

☞ Storage Array upgrade from NetApp to EMC VNX:

o Identify requirements for upgrade. Select product to purchase, and then perform upgrade to minimize costs, e.g. hardware setup, deployment and data migration

☞ Blade Cluster installed for HP c7000 and then upgraded to Cisco UCS:

o Installed VMware vSphere and ESX 4.1 and upgraded to ESXi 5 & Veeam

Backups

☞ Network Restructure plan and implementation:

o Internet Provider migration for primary and remote sites onto MPLS network

o IP, DNS, NS, Subnet, VLAN and Access Firewall restructure and upgrade

☞ Disaster Recovery creation and annual testing:

o SAN setup with Data Replication between Primary and Secondary sites

o Failover testing including documentation and user acceptance testing

☞ Backup Structure upgraded and documented for recover

- o Layered backups implemented using Veeam, Backup Exec, VMware & Windows
- o Documentation for recover of all systems for non-technical personal

Other Achievements:

- 🔗 Enterprise Vault email archiving installed & Microsoft Exchange Server upgrade
- 🔗 Citrix Farm Upgrade from XenApp 4.5 to 6.5 and configured with NetScalers VPX's
- 🔗 Windows Domain Upgrade 2003 to 2008 and then to 2012
- 🔗 Firewall upgrade Cisco ASA and ISA to Microsoft Forefront TMG and Checkpoint
- 🔗 Install Mobile Device Management XenMobile
- 🔗 Vulnerability Testing and conducting follow up security updates
- 🔗 Install and setup of SCCM 2012 for deployment of images and software

Position Title [Apr 2010 - Jul 2011]

The Name of the Business

- 🔗 Provide on-site and remote technical support to 100+ clients ranging from large corporate bodies to private home users.
- 🔗 Provide over the phone support for clients to address software, hardware and network issues and assist clients through using remote software.
- 🔗 Troubleshooting and resolving level 2 and 3 technical problems.
- 🔗 Conduct VMware ESX installation, configuration and management.
- 🔗 Conduct communications cabinet installation, including fibre optic and cat6 patching, UPS, wireless switches and servers.
- 🔗 Conduct server installation and software deployment.
- 🔗 Assist with large scale SOE machine deployment.

Position Title [Jan 2008 - Jan 2010]

The Name of the Business

- 🔗 Provide technical support and maintenance for 900+ users over 400+ systems using Active Directory, IIS, DNS, Microsoft Exchange Server and Windows Server 2008.
- 🔗 Troubleshoot and resolve technical issues relating to hardware, software and network faults within short deadlines.
- 🔗 Liaise with teaching and administration staff on a daily basis to resolve arising IT risks and issues.
- 🔗 Conduct large scale SOE roll outs.
- 🔗 Assist in development and documentation of I.T. policies and procedures for current and future IT operations.

Position Title [Nov 2007 - Jan 2008]

The Name of the Business

- 🔗 Provide technical support and maintenance for 800+ users and 200 systems.
- 🔗 Troubleshoot and resolve software, hardware and network issues.
- 🔗 Assist with infrastructure upgrades and conducting maintenance.

Additional Skills and Interests

Language: Fluent in Polish

Hobbies: Badminton, Graphics Design, Snowboarding

Online: Youtube