

JOSEPH WALKER

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Personal Profile

A strong individual that works well in a fast paced environment, a strong communicator both verbally and in written communications. Responsible and proactive with an eye for the finer details. Seeking a role within a close team based organisation, which offers the chance to enhance my current skills.

KEY SKILLS & ACHIEVEMENTS

- * Excellent communication and interpersonal skills
- * Diplomatic and honest
- * Self-motivated
- * Work well as part of a team, or as an individual
- * Adaptable and a quick learner
- * Kind and caring personality
- Knowledge of Mac OS, Windows 10, 8, 7, MS Office, Outlook 2007, 2010, 2013, Active Directory, Exchange 2003, 2007, 2010, 2013 and Office 365
- Strong knowledge of managing and supporting Citrix XenApp and XenDesktop Infrastructures
- Experience with Support and Deployment of VMware ESXi systems
- Hornbill SupportWorks Database administrator

CAREER HISTORY

JW Cloud Consulting Ltd – May 2021– Present Managing Director

- Leading projects for platform modernisation with recent projects having completed a migration from On-Premise Server to a Citrix Virtual App's environment hosted within a VMWare Private Cloud infrastructure
- Providing Advise and guidance to customers for a robust and secure Backup Disaster recovery program ensuring a sub 15 minute RTO

Computer Software and Peripherals Ltd – December 2016– May 2021
Cloud Services Engineer

- Maintain Multi Tenant Citrix Virtual Apps Infrastructure many leading UK based accounting firms
- Management of Data Centre operations ensuring the stable and consistent running of equipment
- Deploy and Maintain customer Netscaler ADC Appliances for Secure Remote working providing a stable and consistent working platform
- Leading a Datacentre migration project to ensure business continuity for subscribed customer

Sovereign Business Integration – February 2013 – December 2016
Senior Service Desk Engineer

- Act as the initial point of escalation for the end users to ensure that their issues are resolved in a prompt manner.
- Assist in the Data Centre operations providing a point of contact for the customers to arrange access and provide remote hands support.
- Complete Structured cabling installs for new data center clients
- Provide technical assistance to junior members of the team to help ensure their progression
- Manage Client VMware ESXi Clusters to ensure a high uptime and stability
- Management of Client Citrix XenApp and XenDesktop VDI systems to provide User access 24x7x365

Lloyds Motor Spares - August 2011 to March 2013
Motor spares and parts factor
Goods Inwards and Dispatch

- Checking inbound deliveries correspond with items ordered.
- Ensure they are correctly stored in the stock room and added to the system.
- Prepared inter branch transfers ready for collection within the set time frame
- Assist customers requiring the parts that they need

MCSP Ltd - July 2010 to February 2011
Computer software and peripherals
Workshop Technician.

- Setting up and testing new machines for clients, identifying and resolving issues with customers machines, repair damaged machines, working onsite resolving customers machine and network issues.

EDUCATION

West Herts College

BTEC Level 3 extended diploma in IT
Finished studying course – July 2012

Rickmansworth School

GCSEs including Maths English and Science at grades B-D

PROFESSIONAL QUALIFICATIONS

Advanced Apprenticeship in Customer Service
iCQ Level 3 Diploma in Customer Service
Hellerman Tyton Cat 6 Structured Cabling
Citrix Certified Associate - Virtualization (CCA - V)

PERSONAL

Date of Birth: 20 August 1993
Driving Licence: Full
Height: 5' 8"

INTERESTS

Reading, socialising with friends and eating out

REFERENCES

Available on request