Phil
Tingle
Senior IT Professional

+447946 932932 📞
phil@tinglenet.co.uk ✉
Lancashire, United Kingdon 📍

About Me

A strong IT professional with sound professional background and skill base. Proven analytical and problem solving skills. Dedicated to work and being a team member / leader / team builder with proven interpersonal skills. A strong communicator with in depth knowledge following ITIL process and the ability to tailor approach to relevant audience in any fast paced and evolving environment. Enjoys volunteering for local and national charity work for IT skills and fundraising. This candidate will quickly establish as a strong asset in any IT team.

Skills

- Project Management
- Problem Solving
- Process adherance
- Developing People
- Effective Communication
- Hybrid Infrastructure
- Innovation
- Design and Documentation
- Emotional Intelligence
- Compartmentalization

Expertise

- VMware / VSphere / vCenter / vRealize
- Microsoft Server
- Microsoft AD
- Hyperconverged Infrastructure
- Converged Infrastructure
- SAN / NAS Storage
- High Availability Design
- Server/Storage Architecture
- Hybrid Cloud / On Premise
- Linux / Centos / HPUX
- Veeam / Veeam licensing
- Networking (Cisco)
- Firewall (Fortigate)
- Azure Cloud Compute / Storage
- AWS Storage
- ROBO DC Migration
- COLO DC Migration

Work Experience

2022 -Present   **Global Senior Hosting Engineer - Matthews Intl Co**

- Including EMEA Hosting Engineer plus :
- Project management of key milestone projects
- Engineering support and guidance to L2 and L3 team.
- Operational support and guidance to L2 and L3 teams.
- Keeping accountability of Managed Service Providers
- Design and documentation for all server/storage solutions
- Coaching and leadership on technical aspects within the global hosting team
- Drive technology for today and the future for each business
- Asset management of the global hosting infrastrucutre
- Process adhernce with ITIL model
- Maintaining and developing vendor relationships

2020-2022   **EMEA Hosting Engineer - Matthews Intl Co**

- Converged server/storage deployment / management
- Hyperconverged server storage deployment / management
- Operational direction and problem solving
- Data center migration
- Backup design and troubleshooting
- Maintaining vendor relationships
- Building and maintaining hosting standards
- Storage growth ratio and backup growth ratio calculation

2016-2020   **Infrastructure Technical Lead - SpicersOfficeTeam Ltd**

- Support and guidance to 1st 2nd and 3rd line teams
- Project Management IT and operational
- Architecture : Hybrid on prem Vmware and Azure Cloud
- Server Support : Windows / Linux / HPUX
- SAN Storage : HP 3PAR / HP EVA / HP MSA / Fibre SAN Switching / iSCSI
- Networking : HP / Juniper / Fortigate / Checkpoint
- Active Directory / Azure Active Directory
- Hardware Installation
- Documentation
- Strict adherance to Problem Management and Change Control
- SFTP / SQL / IIS / Avaya / Mitel / Forcepoint / McAfee / Azure Management / AD / Vmware / Vcenter / Hyper-V / Sharepoint / Google Workspace (formaly GSuite)

2006-2016   **Infrastructure Technician - SpicersOfficeTeam Ltd**

- Server / Storage maintenance
- Monitoring
- ITSM : adherance to Ticket / Change Management / Problem Management
- Networking / Wireless Networking / Switching / Firewall / Routing
- Project Delivery
- Desktop / Laptop / Printer / Server Support

Education & Development

2022 -Present   **Honours Degree - Computing IT & Business Leadership**

2016 - 2016   **Cisco 2016 CCNA**

2014 - 2014   **ITIL v4**

2004-2006   **CIPD - Certificate in Training Practice**

2003-2004   **NVQ L2 Managment & Team Leading**

2000 - 2002   **BTEC ND Computer Systems**

References : Available upon request