



Warren Humphreys

I.T. Engineer and Web Developer
Sheffield, UK

Email:
warrenhumphreys@gmail.com

Mobile: 07915260727

Address: Flat2E, Infirmary Rd,
Sheffield S6 3DH



Website/Portfolio
portfolio.buyshirtsandstuff.com



Github
github.com/WAZJACK85



Instagram
None Currently



Facebook
None currently

Professional Statement

I am an experienced I.T. engineer come developer, always keen to solve and report new issues, learn new languages and improve my efficiency. I am open to application support roles, junior dev/testing, as I have ceased trading with my company. My Projects are found at this URL: (www.portfolio.buyshirtsandstuff.com) .

I am proficient in HTML and CSS and I am versed in Javascript, SQL, PHP, SQL developer, cmd/Powershell, C++ and C#. I have liaised with application support in my Analyst role at Rolls-royce and my projects include : Integrated C# apps, SQL Stored Procs, XAML, C++, JS, FRNT and BCKend. Also see my active website and portfolio of interactive websites, via my sub-domain (shown in left hand column).

<https://github.com/WAZJACK85/PHP Projects/tree/main>

run on both local and hosted environments.

Frontend Skillset

HTML	3 years
CSS	3 years
Javascript	1 year
React	2 years
Jquery	2 years

Backend/Tool Skillset

C++	1 year
C#	1 year
SQL	4 years
PHP	1 year
Visual Studio & QT UI	1 year

EMPLOYMENT HISTORY

(Page 1 - Years 2019 - 2024)

10.10.2020 - 31.01.2024

Shirts & Stuff - Small start up - Director

Skills and Tech used :- HTML : CSS : JS : SASS : PHP : MySQL : MySQLAdmin : HostgatorCpanel : HostingerCpanel : Jquery : plethora of webbuilding-tools+reference-sites : Product development : Paypal API : C# : Atom : VsCODE : VisualStudio : Adobe CC : Gov tax assessment-portal and marketing.

Main activities :-

- Selling T-shirts with novelty messages on them, Design, ordering, implementation and marketing;
- Designing, building, and implementing Ecommerce website with JS, Paypal integration using IDE's and Domain tools;
- Creating websites in HTML, CSS, JS, Jquery, PHP, bespoke API's and Bootstrap etc for small businesses and freelance work;

<http://buyshirtsandstuff.com>

<http://portfolio.buyshirtsandstuff.com>

• Extra:

Developing FrontEnd & BackEnd portfolio (www.portfolio.buyshirtsandstuff.com , see my project vids here) tutorials related to these, developing C# programs, mobile apps, user interfaces and ecommerce websites;

•Longer term project: Studying/preparing synthesizer patches and plug-ins. This is in prep for a sister company producing software patches related to modulator guitar pedals;

• Supporting myself via performing at and selling products at events.

25.11.2019 – 10.10.2020 - RFL:End of contract

[CV Roles of note: B.T. : Rolls Royce : Freshfields (FBD)]

B.T. Business - Service desk Analyst - Multi contract - Role: - Barlborough

Skills and Tech used : Powershell : CMD : MSEXCHANGE : MS365 : SERVICENOW : SolarWinds : MSOFFICESUITE : INCIDENTMANAGMENT-MIDLevel : SOTI-MobiControl : DHCP : MS-Server : RouterConfig-support : Switch-portDiagnosis : Bash : SCCM-software-installs : Cisco Phone manager : + others

Main activities :-

- I supported B.T. Business customers on a multi-contract team, for B.T Enterprise group. Supported in all normal windows server admin tasks:-

- Resetting of server services, • diagnosing and escalating network node issues, • email and AD admin and creation, • Supporting with software upgrades and known fixes;

- Fixing app data issues and providing wholesale I.T support.

- Monitoring Vsphere and a host of servers and resetting or troubleshooting when necessary;
- Network fault diagnosis, telephony/fax/broadband Fault raising , Citrix account resets, and VPN troubleshooting; Switch, AP, Router and controller analysis and ordering. Daily node Alerts and analysis. Cisco administration;
- Fixing and identifying broken registry objects and performing event viewer analysis, Editing environment variables for junior /low code developers to fix errors.

- Routinely monitoring and setting up alerts on solar winds for routers and switches;
- Server backup restore: searching through, communicating with customer and implementing backup restore requests on ESXI;
- Communicating to users to close files and when appropriate logging users out of files;
- Helped fix bugs on Visual Studio and adobe cloud for developers within one of the businesses;
- Assisted 2nd line in migration of AD accounts and MS Exchange accounts.

06.03.2019 - 04.11.2019 - RFL:Relocation for family

Freshfields (FBD) - Law firm - Role: 2nd line Engineer - Manchester

Highlighted Skills used :- HTML : CSS : Power BI : CRM : Sharepoint : MS Dynamics : Citrix admin : Knowledge-Article writing : Document system : + others.

Main activities :-

- Citrix management and admin, including rolling back citrix profiles; forcing off sessions;
- Complaint handling and escalations;
- Taking ownership of Problem management cases and longer more complicated calls and tickets;
- Assisting 1st line staff with OS/Software compatibility issues or admin processes for installing software /citrix client;
- Reporting and diagnosing Power BI, MS Dynamics and CRM issues;

- Creating batch scripts to assist with installations and activations of file licences and drives etc;
- To take over and manage Incidents getting timely updates and liaising with 3rd line teams and 3rd party infrastructure;
- Applying changes to the SCCM and servers where needed;
- Creating and co-editing Knowledge articles on the Sharepoint for 1st line colleagues: including; bug fixing, install protocols and setup of Windows 10 options and programs for windows 10 migration. Getting involved in Service improvement and modification to Group policy Objects and management, applying changes once authorised and where necessary.

09.10.2018 – 26.11.2018

** Role cancelled BNY New York Bank of Mellon – Manchester - Role applied : 2nd Line Engineer Role cancelled **

I was offered the role and contract. 2 Weeks before start date, U.S. finance department withdrew the funding and job was withdrawn. Unfortunately, after this, recruitment for my desired roles was very quiet and when I did get my Freshfields role confirmed end of January, there was a long process including a wage negotiating interview and a month's DBS and credit check.

05.11.2017 – 08.10.2018 - RFL:End of contract & Company redundancies

Rolls Royce – Aerospace Digital - Role : Global Technical Analyst

Highlighted Skills used :- SQL : TSQl : XML : High-level Incident Management : MSServer : SQL developer : VMware : Azure : Event-viewer+logs : Infrastructure knowledge : WINSCP : + others.

Main activities :-

- I need to have a good working knowledge of SQL editing and SQL query scripts, xml code, C++;
- Windows server structure, concepts and services, infrastructure suite and also Big data flow and Data traffic management;
- My day to day duties were to monitor alert emails and remote-to and fix server or data flow issues within 20 minutes;
- Other rotated tasks included adding SQL records, clearing redundant data with sql developer, updating xml files on Azure node, having an intimate knowledge of the data network;
- database failures or issues and to monitor critical systems and alert the correct specialists if needed.

• Extra:

- Complete housekeeping tasks for Application support. Also to create SQL scripts to troubleshoot;
- I was trained on creating and configuring Virtual Machines and a deep dive into event viewers and analysing logs of different types of services and servers;
- night-shifts:
Worked 4 on 4 off shifts, including Rota'd night shifts, taking responsibility of all app server alerts and big fuel efficiency data processing;
- Secondment to application support:
• Developing and observing development of the Rolls-royce care app and the fuel efficiency SQL databases and re-directing of queries to other apps.

19.06.2017 – 22.09.2017 - RFL:End of contract

B.T. – Servicedesk Analyst (Contractor) - Anchor Care home - Barlborough

Skills and Tech used : Powershell : CMD : MSEXCHANGE : MS365 : SERVICENOW : SolarWinds : MSOFFICESUITE : INCIDENTMANAGMENT-MIDLevel : SOTI-MobiControl : DHCP,MS-Server : RouterConfig-support : Switch-portDiagnosis : Bash : SCCM-software-installs : .

Main activities :-

- Diagnosing trust relationship issues, software conflicts, running GPO updates, troubleshooting AD problems; Providing and solving first time fixes i.e. locating update exe files;
- Going through the file path on Citrix server and changing permissions or finding work-arounds; Completing triage on application/software issues . Completing triage on application/software issues and logging these Issues;
- MS Exchange Administration; Dist Groups admin, Mailbox creation, send as permissions, general outlook issues;
- Using more advanced Exchange knowledge and Powershell, to provide reports on OU's etc;

• windows server admin tasks:-

- Resetting of server services, diagnosing and escalating network node issues, email and AD admin and creation, Supporting with software upgrades and known fixes, Fixing app data issues and providing wholesale I.T support.
- Network fault diagnosis, telephony/fax/broadband Fault raising. Also helping TS and install a wide range of network printers;
- Citrix account resets, and VPN troubleshooting; Switch, AP, Router and controller analysis and ordering. Daily node Alerts and analysis. Cisco administration.

19.09.2016 – 07.04.2017 - RFL: Referred to better role and work conditions

Capita – Supporting DVSA Servicedesk Analyst

Skills and Tech used : Powershell : CMD : MSEXCHANGE : MS365 : SERVICENOW : SolarWinds : MSOFFICESUITE : INCIDENTMANAGMENT-MIDLevel : SOTI-MobiControl : DHCP,MS-Server : RouterConfig-support : Switch-portDiagnosis : Bash : SCCM-software-installs + others .

Main activities :-

- Duties: Analysing and logging standard user and developer issues for software/systems:-
- Active Directory account Administration: including account un-locks, Diagnosing trust relationship issues, software conflicts, running GPO updates;
- Updating db files, supporting around 25 software's used by DVSA, efficiently liaising with and assigning cases to third parties or Internal Groups;
- Providing and solving first time fixes i.e. refreshing batch files or changing settings. Keeping cases updated and meeting SLA's; Basic Active directory tasks on Windows Server 2008 R2;

• Extra:

- At Capita I have used and had in-work training on Windows Server 2003 and 2012 and setup various user permissions for Printers and other group policies;
- Exposure to power shell and many command's on cmd prompt in regards to completing operating system commands as an admin; Office 365 Admin Portal / MS Exchange: used at Capita to create /modify mailboxes, Distribution lists etc.;
- Diagnosis of Switches and LAN issues in a business; My knowledge of port routing and diagnosis has been greatly increased while working for capita.

03.02.14 – 02.04.16 - RFL:Left for period of study and development

Plusnet ISP:- CSC -Technical support advisor

Main Skills and Tasks :-

- Telephony Fault finding, Provisioning of orders through BT's Eco Plus, Broadband Fault diagnosis: including, No sync, intermittent; Sync and Permanent Speed or intermittent Speed issues;
- Liaising and involving in 2nd line Diagnosis and progressing cases, personal case/fault management;

- Remotely fixing email, internet speed or anti-virus issues;

- Well versed in Operating Systems: Windows 98, XP, Vista, 7, 8, 8.1, and 10 also in; Mac OS. I have had some exposure to a raft of different tablet OS's and Ubuntu OS;

Advanced Internet Explorer/Browser settings; Firefox and Chrome etc, Knowledge and 2 years experience in router setup and knowledge of switches and bridges;

- Resetting of server services, • diagnosing and escalating network node issues, • email and AD admin and creation, • Supporting with software upgrades and known fixes, • Fixing app data issues and providing wholesale I.T support.

Happy to provide further
work history needed

EDUCATION

OLCI Training 2012-2013 Private Electrician Training - NVQ3-NVQ4

City & Guilds NVQ Level 3 in Electrical Installation - Pass.

Brookfield Community School -- 1996-2001 -- Secondary School GCSE's

English Literature C -- English Language C -- Maths C -- Science C C (double award) -- Geography C -- French C -- Physical Education C.

Linked Learning In Certificates of Note:

SQL Essential Training;

Advanced SQL for query-Tuning and Performance Optimization;

C# and .Net essential training;

C++ essential training;

Advanced Linux:The Linux Kernel;

Learning Linux Command Line; Linux Bash Shell Scripts; MAC-OS Monterey Essential Training; Azure AD Basics;

I.T Engineer Skill and Frameworks Check

Windows Engineer Skillset

Active Directory	70%
O365 & Intune	60%
Win server 2003-2020	60%
Software installs & fixes	70%
Network diagnosis	70%

Further I.T. Skillset

M65 Exchange & Exchange PS	50%
Remedy, SNOW, various	60%
SQL Developer	40%
Python	20%
Backups/inf, Citrix	50%