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# Gareth Langham

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## Summary

Systems engineer with experience supporting executives, sales and managers to improve internal and external operations for businesses in an organised, efficient & reliable manner. Diversified skill sets covering Windows Server, office desktop software, CRM applications, VMware and Linux administration. Excellent inter-personal, phone and digital communication skills. Always looking to expand on current knowledge and learn new skills.

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## Employment History

### RT Systems and Solutions Ltd – IT Infrastructure Manager – November 2016 – Present

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I was promoted to be the IT Infrastructure Manager and became responsible for multiple client's infrastructure, spread across 11 sites in the UK, and the 3rd line engineering team. During this role I continued with my previous key responsibilities as well as being the project manager for the projects worked on by the other members of the engineering team.

Key responsibilities:

- Line manager to the 3rd line engineering team. Responsibilities included monthly 1-1s and annual reviews
- Project manager for all infrastructure projects, including my own
- Client's IT security and policies
- Ensuring clients BCM and DR plans were current and tested regularly

Projects I implemented:

- Migration to a new email security gateway provider
- Implementation of new perimeter firewalls
- Deployment of Nessus
- Redesign of the backup solutions to Veeam
- Deployment of a centrally managed wireless solution
- Successful implementation and certification of Cyber Essentials Plus
- Implementation of new remote access solution

Projects I managed:

- Multiple office moves
- Onboarding and migration of new companies for a client
- Site wide disk expansions for local virtual servers
- Migration to new AV solutions with ransomware protection
- Upgrade to finance systems for digital tax requirements
- Upgrade of clients MPLS network
- Citrix infrastructure upgrades

### RT Systems and Solutions Ltd – 3rd Line Systems Engineer – October 2014 – November 2016

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Part of the infrastructure team, of an external 3rd party support company. Supporting a UK wide company, working out of the Oxford office for Ridge and Partners LLP. My key responsibility as part of the role was to evaluate the current systems and processes, looking for ways to improve efficiency and the customers experience using the IT systems.

Key responsibilities:

- An escalation point for providing support to the rest of the support team
- Evaluation of the current systems and looking for ways to improve the customers experience

- Maintaining the VMWare and Hyper-V, virtual infrastructure
- Creation and maintaining of system documentation

During this role I was lead on projects including:

- Implementation of Meraki MDM for iPhone management
- Optimisation of the VMWare infrastructure
- Design and implementation for upgrading to Exchange 2010, leading to the installation and deployment of Exchange 2013 with site resilient DAGs
- Upgrade and migration for six remote sites to new virtualised hardware
- Redesign of the current way company data is held, using DFS, to improve availability and performance
- Design and implementation of infrastructure monitoring
- Onboarding and transition of a new client
- Deployment of SCCM site hierarchy across 10 sites
- Company wide deployment of Office 365

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### **Babcock International Group – IT Support Technician – Mar 2013 – October 2014**

Working as part of the CIS team on the Future Strategic Tanker Aircraft (FSTA) project, for AirTanker based at RAF Brize Norton. Providing and supporting mission critical IT systems within a restricted environment, to assist in the running of a 24/7 operation. Due to working on a restricted network I was also required to go through and attain UK SC clearance.

Key responsibilities:

- Providing desktop support to 500+ users across multiple networks and sites
- Supporting Linux RHEL servers and HPUX servers, ensuring uptime on mission critical flight planning systems
- Running monthly updates on flight planning applications
- Organising and implementing monthly Microsoft and RHEL security patching across all servers on a mix of virtual and physical systems
- Creation and distribution of new and existing applications and driver packages using SCCM
- Building new desktops and laptops using SCCM
- On-call out of hours support
- Regular monitoring of Nessus to ensure known Microsoft and RHEL vulnerabilities are dealt with
- Updating and creating documentation for new and existing software
- Annual disaster recovery and business continuity testing
- SHE lead for the CIS department, ensuring all working areas were kept in a safe working state

During this role I worked on numerous projects including:

- Implementation of flight performance software onto a restricted network
- Upgrading of the SQL estate to increase compatibility with applications
- Upgrading McAfee ePO across all networks

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### **Road Angel Group Ltd – Server and Workstation Support Administrator – Apr 2010 – Mar 2013**

After building up further experience in this area of the business I was given the opportunity to take on the position full time.

My key responsibilities in this role were:

- Administering vSphere 5 cluster
- Administering 30+ virtual and physical Linux and Windows 2003 & 2008 servers
- Monitoring of all servers and services both internal and external
- Providing desktop support to the business for 50+ desktops
- Ensuring all company systems are kept up to date using WSUS
- Monitoring and management of business firewalls and VPNs
- Generating reports for the business using SQL queries
- Ensuring backups run correctly and are usable when required
- Installation and deployment of new desktops
- Maintaining and creating AD user and mailbox accounts
- Administering company PABX telephone system
- Procurement of hardware and software

- Out of hours support

During this role I've been involved in the numerous projects including:

- Domain migration, moving both users and mailboxes
- Upgrading and migrating users from Windows XP to Windows 7
- Generating scripts for external RHEL servers to help reduce disk usage
- Deployment of new Data Centre
- Deployment of new virtual infrastructure
- Migration of previous physical infrastructure to new virtual environment
- Consolidation of servers and services to help conform to existing licensing and resource requirements
- Design, implementation and testing of business backup strategy
- Development and testing of device applications running on a Linux platform
- Development and testing of mobile applications
- Planning for a possible move to new premises, including designing of office layout and implementation of network infrastructure
- Migration of a Linux based sync server onto new hardware and software, involving creation of new configurations and script amendments
- Investigating, setting up and deploying a Terminal Server, built to best practices

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### **Road Angel Group Ltd – Technical Support – Sept 2008 – Nov 2010**

This was a support role, which involves assisting both an administration team and a customer base in troubleshooting problems with their devices and problems with software applications used in conjunction with the devices. Some of the application troubleshooting involved resolving errors that have occurred during installation or use of the software, and also driver installation and configuration issues. This role allowed me to apply my knowledge of troubleshooting systems and find ways to resolve new issues that arose. During the last 6 months in this role I was given the opportunity to work alongside the IT department on a part time basis, assisting them with day to day tasks, as well as covering a member of staff's role in the department whilst they were away. This allowed me to develop my IT skills whilst still performing technical support tasks.

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### **Haven Networks – Web Design / Hosting / IT Support / System Building – Feb 2008 – Apr 2012**

Haven Networks is a small business venture I co-run with a colleague, set up shortly after I finished at Maplin Electronics. Haven Networks provides a broad range of services including web design, computer maintenance and technical support. Although still active, new clients are limited to friends and family. Running Haven Networks gives me the opportunity to experiment and improve across a broad range of transferrable skills, including running a business, self-motivation, customer relations and technical skills such as web design.

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## **Certifications**

**July 2013:** NEBOSH Award in Health and Safety at Work

**April 2011:** SGFWA: StoneGate Firewall Architect

**April 2011:** SGSMCA: StoneGate SMC Administrator

**December 2009:** CompTIA A+ IT Technician

**July 2009:** CompTIA A+ Essentials

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## **Education**

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### **Kingsbrook Business and Enterprise College 2000 – 2007**

2006 – 2007 A Levels: Business Studies

2004 – 2005 GCSEs: 9 GCSE's A–C including Maths, Science, English