

DAVID J. CLOTHIER

David J. Clothier
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Profile:

I have over 10 years of extensive IT experience in a variety of market sectors. I am an accomplished professional in project managing, designing, implementing and configuring a wide variety of hosting, web, application and systems solutions; with proven experience in managing multiple large-scale infrastructure projects across matrix environments.

I am a dedicated, confident and highly motivated team player. As a leader I lead from the front and present a clear and concise vision on delivering goals and objectives. In my experience good communication skills, coherent IT solutions and a sound understanding of how the vendor/customer relationship can collaborate together are key to successful IT business partnerships.

Demonstrated performance in:

- ❖ Senior and Team Management
- ❖ Consulting Best Practices
- ❖ Risk management and mitigation
- ❖ Strong analytical and trouble-shooting skills
- ❖ Datacentre design, build and management
- ❖ Multinational experience
- ❖ Strategic Management
- ❖ ITIL awareness
- ❖ Internet and Hosting Technologies
- ❖ Project Planning & Management
- ❖ Project Delivery to BAU environments
- ❖ Platform/Product Delivery Life Cycles
- ❖ High Availability Environments

Key Technical Skills:

- ❖ Consultancy Methodologies
- ❖ Team Management
- ❖ Business Analytics
- ❖ Hosting Environments
- ❖ Cisco Platform Control: Cisco PIX Firewall, Cisco Switching and Routing technologies
- ❖ VMware Infrastructure 3.5i ESX
- ❖ Service Delivery within 24/7/365, high-transactional environments
- ❖ Platforms- Windows 2000/3/8, Windows XP, RHES Linux/Solaris (Basic)
- ❖ Windows Server 2000/3/8 Terminal Services, Exchange 5.5/2000/2003/2007, Active Directory, Windows XP Professional, Windows Vista, 2000 Professional, NT 4.0 Workstation, Windows 9.x
- ❖ IIS 7/6/5 website building, implementation, administration and disaster recovery planning
- ❖ Apache website building, implementation, administration and disaster recovery planning
- ❖ Microsoft Network Infrastructure Design
- ❖ ITIL and Sarbanes-Oxley compliance and methodologies
- ❖ Application / Load Balancing Technologies: BigIP (LTM and GTM), Alteon, Cisco
- ❖ TCP/IP, WINS, DNS, and DHCP, RRAS, FTP, HTTP/S IPsec, L2TP, DFS
- ❖ Microsoft SQL Server 2005/7/8 – implementation and administration
- ❖ HP/EMC/Hitachi SAN Environments
- ❖ Clustered and Distributed environments
- ❖ Firewall, Security, Load balancing, Cisco Switching and Routing technologies
- ❖ Security analysis, network restructure, VPN design and configuration technologies
- ❖ SQL and Oracle Reporting Services – Design, Implementation, Reporting
- ❖ Call Centre Technologies

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Employment History:

Siemens IT Solutions and Services

Nov 2007 – Present

Architect Lead Consultant

Siemens IT Solutions and Services offer an extensive supply of IT services and solutions for business customers and large-scale enterprises.

Irish Department of Environment, Heritage and Local Government

Sector: Government

The logical design of the Active Directory, Exchange and migration toolsets will be provided by an existing part of the bid team. The role required from the UK is in relation to the infrastructure underlying the design provided by the bid team, covering hardware requirements, labour estimates, etc. Summarised as follows:

- ❖ Responsible for the underlying infrastructure design and architecture for the bid
- ❖ Work with the bid team to understand the requirements, and develop the proposed solution
- ❖ Form part of the bid team presenting the solution to the customer.
- ❖ Design and description of IT infrastructure solution for the solution. System design, e.g. Rack or Blade server centre, to take into account potential reuse of existing client hardware.
- ❖ Cost calculation for hardware investment and set up and integration of the hardware system
- ❖ Work with PM to develop a sub project plan for the installation and integration activities
- ❖ Provision of documentation for the solution for the bid response document.
- ❖ Present the solution and the infrastructure implementation plan to the customer as part of the BID presentations
- ❖ Design and description of disaster recovery / Backup solutions
- ❖ Knowledge in the area of high availability and virtualised Systems, DR Design, etc
- ❖ Advanced knowledge of Active Directory and Exchange
- ❖ Knowledge of the market in relation to servers, network equipment, and storage, including environmental features of hardware
- ❖ Financial engineering expertise for the bid
- ❖ Novell ZENWorks or Microsoft SCCM.

Account: MetLife UK Services Ltd

Sector: Financial

MetLife US and MetLife UK (and Ireland) ran autonomous AD Forests, but a transition to migrating the UK Forest into the US Forest was needed, making the UK AD Domain a Child Domain of the US Forest, with further plans for similar actions for MetLife Belgium and Poland. This entailed working alongside the Engineering teams for MetLife US.

Solution Design Deliverables:

- ❖ Current Operating Model (Diagnostic Models)
- ❖ Conceptual Model Design
- ❖ Logical Model Design
- ❖ Physical Model Design
- ❖ Full Project Costing and Plans

Account: Vehicle and Operator Services Agency (VOSA)

Sector: Government

- ❖ Deliverables:

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- ❖ Design of server and storage solutions to support high transaction volume applications and database systems.
- ❖ Solution expected to be based on the Windows platform.
- ❖ Working with Application partners to ensure server infrastructure supports migrated VOSA application estate
- ❖ Provision of server requirements to Procurement for pricing
- ❖ Production of cost model for input to the CAM
- ❖ Identification of risks
- ❖ Input to Project Planning activity
- ❖ Input to proposal
- ❖ Making sure that the proposal server solution achieves Heads of Service approvals
- ❖ Participation in internal, supplier and VOSA workshops as required

Account: National Savings and Investments (NS&I)

Sector: Government

Programme: NS&I Infrastructure Refresh Programme

The NS&I strategy is part of a requirement valued at £70 (seventy million) GBP for Siemens to completely refresh all aspects of the NS&I infrastructure across its four key locations and condense the estate's data and network services to two hosted datacentres.

My role as Architect Lead Consultant was to have responsibility for working with the sales team and Solution Architect defining both the high level and detailed solutions. The delivery lifecycle was from solution proposal stage through to implementation and handover of the agreed solutions. I was also to ensure that all related budgets/timescales were realistic, as well as manage the implementation teams (5 engineers) in delivering a high performance solution. I assisted in creating a COM (Current Operating Model) and TOM (Target Operating Model). This approach allowed Siemens to demonstrate the competitive advantage of the solution, and we were subsequently nominated for the Project Team of the Year Award.

Due to the scale of the programme several solution streams were created. I managed the direction of the solutions through to delivery to ensure the project stayed in line with the strategic aims and Siemens standards. I was responsible for and gave solution direction/assurance on the following areas:

- ❖ **Datacentre and Hosting strategy**
Deliver a strategic approach for the primary Datacentre and secondary Datacentre and ensure all solutions were flexible to adapt to any requirements. This included specifying data centre environmental specifics (floor space, cooling, power etc) as well as the design and build out of the Core Network Infrastructure (MPLS, core/backbone routing and switching, loadbalancing and firewalls/security) to support other work streams.
- ❖ **Transformed Network Environment**
I designed and managed the conversion of a 4 site Bridged LAN/WAN topology to a fully Routed LAN/WAN topology. I also designed and managed the MPLS migration from an ATM based WAN; establish trusted/untrusted DMZs, and secure remote access to Development Teams in Brussels, as well as designing and transforming NS&I's ageing Firewall Policy.
- ❖ **Wintel Server consolidation/transformation**
VM 3.5 farm implemented to virtualise key Wintel services and scale for future growth, transform from NT4 to Windows AD. My role was to design and manage the implementation of the HP Blade Enclosure switching to ensure optimum performance back to the core backbone network.
- ❖ **Application migration/consolidation**
Assist in managing the application packaging/migration effort along with flagging any problematic legacy applications. This in turn meant affecting a strategic approach for upgrading, consolidating, rewriting or retiring legacy applications.
- ❖ **Expansion of the UNIX environment**
Assist with the increase of IBM P570 capacity and prepare for virtualisation/migration of disparate services.
- ❖ **Desktop consolidation/transformation**
Assist with the design of the thin/rich client rollouts, New Citrix infrastructure, App-V infrastructure, and UniPrint infrastructure.
- ❖ **Transition and Service wrap**

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Ensured all transition criteria into BAU and service levels were within Siemens standards.

In addition to all of the above I communicated overall progress with key stakeholders (LoS, HoS and Board Members) on a regular basis. This provided ongoing assurance and ensured the customer recognised they have a trusted partner with Siemens. Maintaining the ongoing relationship is vital for the success of the project as it allows for a degree of transparency from Siemens whilst simultaneously establishing a high level of confidence with Siemens.

Account: Environment Agency

Sector: Government/Industry

My responsibility was to ensure completeness and quality of the Enterprise Agency bid deliverables in the End User, Infrastructure, Internet Services, LAN, WAN, Mobility, Remote Access, Storage, Telemetry, Thames Barrier, Voice Network services and Audio/Videoconferencing services space. To develop the documentation to suitable state where they can be reviewed and used as a basis for the Siemens solution.

I was required to have knowledge of the EA solution, knowledge of End User, Infrastructure, Internet Services, LAN, WAN, Mobility, Remote Access, Storage, Telemetry, Thames Barrier, Voice Network services and Audio/Videoconferencing systems. Wide knowledge of a number of technologies.

Deliverables:

- ❖ Updated solution Design Element document for Infrastructure (Hosting and Servers) element of scope (conceptual, logical and physical Models).
- ❖ Populated matrices tracing service deliverables in the contract schedules and products in the Work Orders to elements in the solution design.

Account: BBC Internet Operations

Sector: Media

Internet Operations and the Command and Control Centre (CCC) in Maidenhead look after circa 1500 servers; across a range of OS's and implementations. A definitive list of the exact number of servers, which OS's reside on those servers, what roles those servers perform, and what is currently being monitored on those servers (regardless of monitoring tools in use) needed to be produced

Once this had been processed and completed, BMC consultancy needed to be engaged so that they could modify the last bid/solution they tendered for the overall replacement of monitoring (and reporting of that monitoring) – with a view to (a) replacing all current monitoring tools and centralizing the monitoring resources in CCC, and (b) providing a platform for capacity planning (none being used to date).

This was presented to the Head Of Services in a HoS review – clearly defining (a) how much the implementation will cost, and (b) how long the implementation would take (assuming sign-off of budget). This should also show if there are areas that BMC cannot currently help with; and that would possibly need time in their development cycles.

Replacing the current monitoring with a BMC platform that monitors in a like-for-like fashion needed to show a tangible difference. This was well reflected in being able to reduce the costs paid monthly for fault/service fees.

This, coupled with the ability to start capacity planning (and therefore be more proactive instead of reactive) would greatly helped what was trying to be achieved and also brought more ROI to the Programme; whilst also aiding the staff acceptance of change.

Primelocation.com (Fastcrop PLC)

Aug 2007 – Sep 2007

Head of Systems and Application Support

Primelocation.com is the UK's leading website for quality estate agents and property.

My tenure at Primelocation was cut short after 7 weeks due to circumstances out of my control. Whilst still within my probationary period, a decision was taken at Board Level to restructure the entire IT Department. As a consequence of this Primelocation decided that the position that I was hired for was no longer required.

The list of my responsibilities as set out for this role can be supplied upon request, as well as confirmed by Paul



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McCarthy (CTO, Primelocation). During the short period I was employed at Primelocation, I achieved the following:

Achievements:

- ❖ Set out and completed a budget for hard/software purchases for the remaining two months of Primelocation's 06/07 financial year – ending September '07.
- ❖ Set and completed Primelocation's hard/software budget for the 07/08 financial year – ending September '08.
- ❖ Performed an audit of hardware support and software licenses, and rectified any shortfalls by purchasing the correct support/licensing agreements.
- ❖ Constructed URI rewriting using iRules on BigIP 6400's to take that processing away from the front end Apache web servers.
- ❖ Upgraded the production site AD Infrastructure to a fully native Windows 2003 domain, and then set up trusts between that domain and the office domains.
- ❖ Planned/designed a secure multi-VLAN network based on Cisco 4000 series switches.

Collectivity Ltd

Jan 2006 – May 2007

Technical Operations Manager (fixed term contract)

Since 2001, Collectivity has been leading the way in mobile e-commerce development and distribution, thanks to a winning combination of unique and proprietary technology, product expertise and marketing networks.

Responsibilities:

- ❖ My initial objective was to analyse the (then) present production infrastructure.
- ❖ Implement a number of service level agreements to improve and stabilise the 24/7/365 production platform.
- ❖ Work towards an ITIL-orientated framework.
- ❖ Project managed full re-design of web and back end architecture.
- ❖ Managing a team of 17 (DBA's, Developers, Network engineers and Wintel/UNIX Admin).
- ❖ Assuming the role of Technical Lead on multiple projects, allowing me to maintain a "hands on" approach when necessary.
- ❖ Analysis of Business Model and providing insight into how the current technology platform should change to adapt to the needs of the Business growth, lending itself to a model that would scale adequately as it grew.

Achievements:

- ❖ Eradicated all single points of failure on productions systems.
- ❖ Implemented ITIL focussed change and release teams to ensure timely and secure release process.
- ❖ Implemented a reliable problem and incident management process through a 1st, 2nd and 3rd line support team escalation procedures.
- ❖ Designed and installed a reporting system (in-house) for problem and incident reporting as well as BI reporting.

Espotting Media/ MIVA Media UK

Apr 2002 – Dec 2005

European Infrastructure Manager (Promotion Dec 2004)

MIVA is a leading online advertising network, processing approx 2 billion transactions a month. The Company operates in North America and Europe.

During my time with MIVA the company grew from a start up to a mature NASDAQ registered enterprise. I was promoted from the role of Infrastructure Architect to European Infrastructure Manager, taking the infrastructure from serving 500'000 transactions per month to 2 billion +

Responsibilities:

- ❖ Managed and led a team of 10 (DBA's, System/network engineers and technical support)
- ❖ Hosted and supported Affiliates/Partners websites on systems, both .asp and .php based websites. This included the advisement of site builds/parameters as well as active monitoring and maintenance thereof.
- ❖ Successfully project managed and delivered all changes to European infrastructure.
- ❖ Attended bi-weekly CAB (change advisory board) meetings.
- ❖ Played a key role in re-design and merging of global infrastructure architecture.
- ❖ Designed and implemented full SOX 404 compliance policies and procedures.
- ❖ Ongoing maintenance and development of SLA's
- ❖ Budget control



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- ❖ Recruitment, training, assessment and development of all team members
- ❖ SAN and Clustered environment installation and control

Achievements:

- ❖ Successfully delivered production infrastructure into 10 new European locations.
- ❖ Successfully delivered Architectural design, budgeting, vendor selection and implementation of new global infrastructure.
- ❖ Successful consolidation of global IT services.
- ❖ Successful installation of a multi-country, multi-SAN infrastructure, with a clustered architecture.
- ❖ Evaluated and implemented service support software (TrackIT!) which reduced problem and incident lifetime.

Cevas Data Systems Ltd

Nov 2000 - Mar 2002

Network Manager

Cevas provides b2b outsourcing services, primarily Expense and VAT Management services through a web based application. My role was primarily as Senior Manager of Network and Infrastructure services, having sole responsibility for the following:

Key Responsibilities

- ❖ Microsoft OS's – NT4.0, 2000, XP
- ❖ Cisco Platform Management, Upgrades and Project Management
- ❖ IP Telephony – Cisco Call Manager and Unity Unified Messaging
- ❖ VPN Implementation and Control
- ❖ Active Directory Design and Implementation
- ❖ Internet and Intranet website building – IIS 4/5
- ❖ Microsoft SQL Server 2000 administration and disaster recovery planning
- ❖ Security Policy and Group Policy (GPO's) Implementation and Management
- ❖ Thin Client (Citrix ICA and MS RDP Protocols) Planning, Installation, Maintenance
- ❖ Multiple Domain Administration, Backup Integrity and schedules
- ❖ Microsoft Exchange Administration
- ❖ Business Client 2nd Line Support
- ❖ Security Breach prevention and analysis, Penetration Testing
- ❖ Network Support/Engineering/Monitoring, PC/Desktop Support
- ❖ Liaising with, and Managing Contractors and Suppliers

eBookers.com

Jan 2000 – Nov 2000

Systems Engineer

eBookers.com is a leading pan-European online travel agency specialising in worldwide travel.

Responsibilities:

- ❖ Install, config and admin Windows NT4 servers (20+)
- ❖ Install, config and admin of UNIX production servers. (20+)
- ❖ NT4 Domain administration
- ❖ Training and mentoring junior support engineers
- ❖ Firewall monitoring (Cisco PIX)
- ❖ Desktop build and lock downs
- ❖ Call centre build and roll outs
- ❖ Supported full Microsoft network (RAS, DHCP, DNS, WINS)
- ❖ Hardware support (Cisco)

Achievements:

- ❖ Designed a new build for the eBookers.com Call Centre Personnel that is now the 'de facto' standard for new builds. Several enhancements were made, such as tightening Internet Security, overhauling Group Policies and User Rights.
- ❖ Assumed Technical Project Management for the implementation of Thin Client Solutions throughout European sites for eBookers.com.
- ❖ Design of Windows Terminal Server farm (Citrix Metaframe servers running on Compaq DL380m Proliant Series) for Pan-European migration of Dolphin Dynamics Booking Engine, and Teamwork's Fares Database onto Thin Client platform.
- ❖ Assumed Key Role in the implementation and rollout of Dolphin Dynamics Booking Engine across European sites.

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Previous employment:

- Dec 1999: Outsourced by Adecco consultancy services.
Jun 1999: Started work for Barclays Offshore Services (BOS). Helped install, implement, and administer a tracking system for IT faults logging.

Professional Training:

- ❖ ITIL Foundation Course: *Currently undertaking*
- ❖ Solution Design and Delivery
- ❖ SIS Non-Conformant Cost Management
- ❖ ISEB Certification in IS Consultancy Practice
- ❖ Outsourcing Framework Fundamentals
- ❖ Chestra Fundamentals
- ❖ ISEB Business Analysis Essentials
- ❖ VMware Infrastructure 3.5i ESX
- ❖ Microsoft Certified Systems Engineer: MCSE
- ❖ Cisco Certified Network Associate: CCNA
- ❖ Citrix Certified Administrator: CCA
- ❖ Juniper Firewall Training
- ❖ Microsoft Terminal Server/Citrix Metaframe Administration
- ❖ Dolphin Dynamics

References:

- ❖ Available upon Request.