KIERAN LANE

CURRICULUM VITAE

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SUMMARY

I am a hard-working technically minded person who, over the last 10 years in the IT industry, has built up knowledge and skills in systems management, service delivery and solutions design. Working within each business area has benefited me with an understanding of the bigger end-to-end picture and with each I have directly supported customers and their businesses, as a result I am highly motivated at working to ensure their success. During each role I have pushed not just to achieve but to exceed in my objectives and expectations and to improve how work is done via automation, change of processes or through data analytics.

Challenge-driven and a keen problem solver, I enjoy understanding why issues exist and working to solve them – capable and keen to learn any required new skills to do so, from new scripting / coding languages, database setup to data relationships and modelling. I am competent, well written and enjoy the visual aspect of technology, making things simple, useful, and visually appealing. I like leveraging everyday technology to make tasks simpler, I enjoy turning overlooked data into useful insights, creating presentations and documentation that is easy to follow, and using Excel proficiently to easily understand and digest otherwise complex data.

Strongly passionate about science and technology, both the general and the more technical areas. I regularly follow tech news and enjoy gaming, including games development itself. I am fascinated by the development of Quantum Computing and the advances in Artificial Intelligence and Machine Learning.

EDUCATION

- **GCSEs**

  Sir Joseph Williamson's Mathematical School | Sept 2007 - July 2009

  Mathematics (A), Statistics (A), English (A), English Literature (A), Chemistry (A), History (A)

  Computer-Aided Manufacture (A*A), Art (B), French (B) and OCR Nationals ICT Level 2 (Distinction)

- **A-LEVELs**

  Sir Joseph Williamson's Mathematical School | Sept 2009 - July 2012

  AS-Level Further Mathematics, A-Level Mathematics, A-Level ICT

  A-Level Computing and A-Level 3D Product Design

CERTIFICATIONS

- **MICROSOFT CERTIFIED: SOLUTIONS ASSOCIATE**

  Windows Server 2012 R2 | QA | September 2014

- **COMPTIA SECURITY+ 401**

  Pearson Vue | March 2015

- **PRINCE2 FOUNDATION**

  AZELOS Global Best Practice | March 2017

- **AWS CLOUD PRACTITIONER**

  PSI Services LLC | May 2019

- **RPA DEVELOPER FOUNDATION**

  UIPath Academy | June 2020

- **MICROSFT CERTIFIED: AZURE FUNDAMENTALS**

  Microsoft | March 2021

- **VMWARE: HYBRID CLOUD + TRANSFORM NETWORK & SECURITY**

  VMware Partner University | June 2021

EXPERIENCE

- ### SYSTEMS MANAGEMENT SPECIALIST

  IBM | September 2012 - January 2014

  Supporting Tivoli Asset Discovery for Distributed (TAD4D) and Tivoli Endpoint Manager (TEM) troubleshooting and fixing failing scans and agent connectivity to ensure accurate asset reports. Role shifted to involve the creation of an end-to-end process, documentation / guides and support of an offshore team who'd pick up the workload. This lead to work on the automation of specific steps / tasks to reduce the technical requirements and speed up the troubleshooting stage by identifying common problems with the agents / scans.

- ### WINTEL SERVER PROVISIONING TECHNICIAN

  IBM | January 2014 - January 2016

  Working within the Wintel Server Provisioning team to provision servers both physically; racking servers into cabinets, connecting networking, configuring RAID controllers, installation of operating system; and virtually via VMware vSphere. Role included the configuration and setup of the server operating system; applications required for the specific server role; firewall, group policy and drive / folder permission locking down; and IBM management agents / tooling.

  The role developed my skills in Wintel and ESX Systems Administration through exposure to differing server provisioning build processes across numerous customers' environments as well as building on my skills in PowerShell scripting, previously utilised as a Systems Management Specialist, to help automate post-operating system configuration and setup.

  Previous knowledge of troubleshooting Tivoli Endpoint Manager (TEM) agents helped prevent incorrect initial setups that resulted in failed scans and unresponsive agents in my previous role. While supporting many customers, I regularly worked at Boots as a technical resource, physically and virtually setting up new servers; securely decommissioning old servers / storage arrays by wiping all data; server migrations; and existing server patching.

- ### LONSDALE PRIVATE MODULAR CLOUD PROJECT

  IBM | June 2014 - December 2014

  Work leveraging IBM Private Modular Cloud to create and deploy functioning Virtual Machines through the use of a simplified customer-facing front-end, to speed up the delivery of compliant up-to-date server builds. Role involved the creation and setup of pre-defined chef scripts that would power the front-end portal.

  I undertook this 6 month project alongside my role in the server provisioning team and was able to utilise my experience of IBM managed server builds, and the configuration steps required for new vSphere VMs to aid in both the requirements gathering stage and during the creation of specific chef scripts.

- ### DWP DATA CENTER MIGRATIONS TECHNICIAN

  IBM | January 2016 - May 2016

  Utilising experience gained from my previous roles at IBM, I moved into a role to support the DWP Data Center Migration. The role involved assessing the total network infrastructure and environment of DWP, mapping out how applications, respective hardware and networking linked together to create a plan of action on moving two data center sites in the North of England, down south. Plans were then created to move applications specifically to ensure continuity of services during the migration.

  The data provided by DWP, for example server estate inventories, came in widely varying outputs due to the differing tools utilised in the collection processes. For the role, I automated the sanitising and normalising of this data for input into the database tool as well as worked on the logic of the custom IBM application which identified which resources were required by each of the major applications utilised by DWP.

EXPERIENCE (CONTINUED)

- ## SERVICE DELIVERY GLOBAL DISCONNECTS PROVISIONER
  CENTURYLINK | May 2016 - February 2018

  Working with a US-based team managing the decommission requests for all CenturyLink customers across the globe, as well as solely working to support EasyJet, Allen & Overy as well as UK Government Deletes. Role involved the creation of processes where none existed, working with clients, or their representatives on optimising existing processes, and introducing multiple automation efforts throughout.

  Starting the role with a significant order backlog to process focused my Project Management skills, resulting in the combination of technical skills and understanding of the job role. This led to the creation of a PowerBI Analytics Dashboard via Daily update CMDB extracts which was then used by the new EMEA Delete Provisioners.

  Created, Documented and Run training sessions for new members, utilising in-place company online learning tools, to ensure training isn't lost after my movement from team. Regular interactions with management, giving presentations of metrics to department heads; liaising with them to arrange unique EMEA work processes and streamlining/automation of specific phases/sections of the overall process.

- ## ASSOCIATE SOLUTIONS ENGINEER
  LUMEN (PREVIOUSLY CENTURYLINK) | February 2018 - Present

  Creation of quotes for products / services from initial opportunities identified by customer Account Directors. These quotes encompass a wide range of possible options, including but not limited to: Quotes for new services like Physical Servers, Storage Devices, Network Devices and Managed Services. Quotes making changes to existing services like additional VMs, Datastores, VPNs, Network Bandwidth and Backup Licenses or Policy Amendments. Quotes to renew existing services, with checks and equivalent replacements / migrations for End-of-Life infrastructure.

  Information is gathered from the customer during opportunity qualification and forms the basis for Technical documentation. This documentation is supplied with each quote, detailing its requirements and customer information, for use by the Service Delivery and the Implementation teams. Internal, then External, Kick-Off calls are attended to ensure accurate and quick delivery of the customers' solution.

  The role is a part of the Pre-Sales process and as such I have utilised my prior experience in automation, PowerBI and data analytics to support this process in unique ways. This has allowed me to create numerous solutions beneficial to both Lumen's customers, and internally for our team and management. Such as, presenting data of customer environments as interactive dashboards to aid the Sales teams with selling specific, or justifying required, solutions to both new and existing customers.

  Custom written Python script, utilising Browser automation, with MySQL database backend to scrape and track customer cloud environment data, presenting this information as a dashboard. Integration of PowerBI with CloudCheckr APIs to pull AWS and Azure Cloud Readiness reports, requiring me to work alongside the CloudCheckr API team to test the in-creation Azure API. End-of-Life dashboards for key customers to pre-emptively highlight existing services requiring replacement.

  Integration of Trello and Salesforce APIs into PowerBI to produce numerous dashboards for the benefit of the Solutions Engineer team, Sales Team, and management (including Director). Monthly management reports, sales statistics, and trackers for business objectives as well as tools to aid fellow SEs in tracking opportunities, breaking down customer specific environments and tracking certifications.