

# Timothy Baldock

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## Personal Profile

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I am a graduate with a lifelong interest in computing currently working in the field of software development as a Systems Administrator. I have previous experience of software product support and have developed exceptional communication and customer service skills. I have a wide variety of experience with network and computer technologies and consider a holistic understanding of IT to be one of my most valuable assets.

I have developed strong customer service and team working skills from my previous work roles and can confidently handle challenging customer facing environments in a professional manner. This combined with my solid experience within the fields of systems administration and knowledge of programming makes me an excellent all-round IT professional.

I am currently working to advance my career in software development by improving my skills base both in administration and programming. I have been doing this through pursuit of both academic and practical industry qualifications as I consider both to be crucial to a well-rounded understanding of the subjects involved.

## Education and Qualifications

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**Birkbeck College, University of London**

**Sep 2011 - Jun 2013 (Current)**

**MSc Computer Science (Expected)**

While working full time I am studying part time to attain an MSc in Computer Science. The course features Object-Oriented programming techniques with a particular focus on C++, as well as theoretical computing concepts.

**JustIT Training Ltd, London**

**Oct 2008 - Dec 2009**

**Network Professional Program**

Attained: MCP - Windows XP Professional

Training for: MCSE, CCNA

**Kings College, University of London**

**Sep 2004 - Jun 2008**

**BA Philosophy**

My final year dissertation on the subject of Phenomenology required me to conduct extensive independent work and research, interpret concepts around that research and present my findings in a professional manner to a high standard.

## Employment History

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**1E, Ealing**

**Aug 2010 - Present**

**Development Support Engineer**

- This role combines aspects of technical support, systems administration and process management with scripting and build maintenance providing me with a constantly changing and technically challenging environment.
- I am responsible for the company's development and testing infrastructure consisting of a clustered Windows server environment running Hyper-V; a multitude of virtualised test labs, build agents and infrastructure servers; a large physical test environment as well as the desktop workstations used by the development and test teams.
- I have a responsibility for the development of both virtual and physical test and development environments used in production by the relevant sections of our software development team.

This involves use of our in-house deployment system, which requires detailed knowledge of Windows shell-scripting (using VBScript, Batch files, WMI and PowerShell).

- Soon after starting this role I was responsible for the migration of our systems to a new virtualised cluster environment. This involved both hardware migration and an OS version upgrade. This project was highly successful and the new platform is scaling well.
- I have been pioneering the use of Nagios on Debian to implement a new systems monitoring infrastructure (in combination with our migration project). This is an example of how I apply my knowledge of open source systems to our predominantly Windows environment.
- The role requires highly detailed knowledge of the Windows installation and deployment process, including use of tools such as the Microsoft Deployment Toolkit and Windows Deployment Services (as well as a deeper understanding of technologies like DHCP, TFTP, PXE etc.).
- Another key aspect of the role is liaising between departments and sections of our development team to ensure that systems maintenance is performed in the least disruptive way possible to minimise business impact. My excellent interpersonal communication and organisational skills help me to succeed in maintaining our systems and maintaining productivity.
- I have gained extensive experience with the Hyper-V virtualisation platform including its community-developed PowerShell library. I am also experienced with Systems Center Virtual Machine Manager (SCVMM) which we use for access and management.
- I have gained experience working with an enterprise SAN product as well as the concepts involved in working with iSCSI and clustered storage with Windows 2008 R2 systems.
- Recently I have taken ownership of an internal application developed in C#.NET, which I have been extending to improve performance and features. This is providing me with valuable practical programming experience in this language.

## **1E, Ealing**

**Dec 2008 - Jul 2010**

### **Initial Response Engineer**

- Initially beginning as an internship this role involved supporting users of the company's products by phone, email and other methods, focusing on initial response and first line investigation alongside detailed investigation where appropriate.
- The role required me to identify the priority level of issues, gather information and agree an SLA level with customers. I was then responsible for ensuring that SLA targets were met, and liaising with other departments to achieve a successful outcome to the case.
- Since the role involved a high degree of interaction with our customers a clear phone manner and excellent communication skills assisted me in ensuring customer expectations were met and allowed me to efficiently deal with a wide range of customer enquiries.
- Detailed knowledge of desktop and server Windows operating systems was essential and led to my familiarity with Windows XP, Vista and 7, along with Server 2003 and 2008.
- I developed an in-house tool using Python to simplify and automate a particularly inefficient process. This included documentation and training for the rest of the team.
- As part of the handover process when moving roles I was involved in the hiring of two new engineers to replace me, taking part in the interview and recruitment process. I was then solely responsible for their training and the development of a full suite of process documentation for their use in the role. The outcome of this was a successful transition with no loss of continuity for customers.

## **Interests and Achievements**

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**General:** Full UK driving licence, interests in music, badminton and science fiction. Member of the UK Unix Users Group (UKUUG), Member of the ACM, Associate Member of the BCS.

**Internet:** 6+ years experience with Web and Internet technologies. Experienced with configuration and maintenance of: BIND/Unbound/NSD, Apache, Exim4, Sendmail, PostgreSQL/MySQL and others. Also familiar with the Django web framework.

**Programming:** 5+ years experience with the Python language. Experienced with Unix and Windows shell scripting (bash, Cygwin, batch files, PowerShell etc.). I also have several years

experience working on various areas of a community-driven open source project, most recently including development in both C and C++.

I have also developed an extension for the Firefox web browser. This involved development in JavaScript along with producing documentation and some C code.

**OS:** Strong knowledge of all recent versions of Windows, especially around deployment. Also experienced with Mac OSX, Debian, Ubuntu, FreeBSD and OpenBSD.

**Systems Administration:** In addition to my main role as a sysadmin at work I maintain two servers in my spare time providing web hosting, DNS, mail, Jabber IM and SFTP services. I also maintain an extensive home network infrastructure which I run as a hobby.

**IT/Hardware:** Excellent knowledge of PC hardware to the component level. Strong knowledge of Cisco hardware, as well as some experience of embedded platforms and other IT equipment. I have my own virtual and physical lab environments at home, including a networking lab which I maintain and use to hone my skills.

**References available upon request**