ALEX WINDER

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PROFESSIONAL SUMMARY

An experienced and highly versatile IT professional with a strong background in the IT industry, with demonstrated expertise in end-user technical support, troubleshooting, data centre environments, networking, enterprise and consumer hardware maintenance and upgrades. Delivered consistent excellent results in virtualisation, system administration, software development and project management. A resourceful professional with a logical and practical approach to problem solving, and a strong commitment to the highest standards of professional conducts.

KEY SKILLS & CORE COMPETENCIES

- Web Development
- PHP
- Laravel
- HTML/CSS
- SQL

- System Administration
- System Engineering
- Virtualisation
- DNS
- Server Management

- Networking
- Internet Protocol (TCP/IP)
- Data Centre Operations
- Network Systems
- Linux & Windows OS

- Customer Support
- Team Collaboration
- Troubleshooting
- Technical Support
- Project Management

PROFESSIONAL QUALIFICATIONS

CompTIA Network +   *5th February 2018*

PORTFOLIO

GCHQ-Inspired Interactive Escape Room - https://escaperoomscheltenham.co.uk   *April 2021*
Raspberry Pi, Python, Raspberry Pi OS, Ansible, Arduino, Teensy LC, C++
Escape Rooms Cheltenham are a provider of escape room adventures and were looking to build a new room inspired by GCHQ. I was commissioned to engineer two bespoke electronic systems to act as an interactive puzzle for the venue.

Alex Winder Website - https://www.alexwinder.uk   *February 2020*
PHP, Laravel, HTML, CSS, SASS, Tailwind CSS, VueJS
In February 2020 I decided to rewrite my own personal site. Already built with a Laravel back-end I decided to opt for the Tailwind CSS framework for the front-end due to its clean utility-first approach and ease of use.

Down Not Out Website - https://downnotout.co.uk   *August 2019*
PHP, Laravel, HTML, CSS, Bootstrap 3, JavaScript, PayPal API Integration
Down Not Out are a pop-punk band from Cheltenham who wanted a website to showcase their music. A bespoke CMS system was written using Laravel and included a functioning store to allow users to purchase band mechandise.

Address Book - https://github.com/AlexWinder/address-book   *May 2017*
PHP, MySQL, HTML, Bootstrap 3
Ray Johnson wanted a simple, but secure, online platform to store contact details of clients, family members, and friends. Ray wanted a system which didn't leave him bound to a third-party, and one which he had sole control over.

Safe Hosts Internet LLP Management Portal - https://portal.safehosts.co.uk   *August 2016*
PHP, Laravel, MySQL, HTML, CSS, SASS, Bootstrap 3, JavaScript, API consumption of multiple systems
Safehosts are a data centre located in Cheltenham, UK which had requirements for a centralised system to interface between clients and staff members. The system would allow clients to manage specific aspects of their service, and also bring all systems into a centralised location for both clients and staff through the use of API calls.

For further details about all projects which I have worked on, please visit https://www.alexwinder.uk/portfolio.
My GitHub account is found at https://github.com/AlexWinder.

PROFESSIONAL EXPERIENCE

IT Manager   *March 2018 – Present*

Findlay James (Insolvency Practitioners) Limited • *Cheltenham, UK*

Findlay James (Insolvency Practitioners) Limited are one of the leading insolvency practitioners in the UK and provide insolvency advice and services to companies who are experiencing financial difficulties. As IT Manager I was responsible for all aspects of IT to ensure the smooth operations of the business. This included project management of bespoke business software development and liaising with non-technical staff to resolve issues which occur during day-to-day business operations.

Systems Engineer   *August 2016 – Present*

Safe Hosts Internet LLP • *Cheltenham, UK*

As a Systems Engineer for Safe Hosts Internet LLP I worked on development of new systems to be used by staff and clients. I oversaw the system administration of the new and pre-existing infrastructure in a VMware ESX virtualised environment. As part of my responsibilities with the virtual machines I was accountable for the administration and development of systems, primarily using Debian as the operating system, with various different technologies depending on the task. The majority of systems are web-based and as such made use of the PHP language in a LAMP environment, with MySQL or MariaDB as the database. I also worked together with other engineers on the day-to-day operations of the data centre and ensuring that all infrastructure, such as network, power, and cooling systems, were all functioning as expected, and provided clients with technical support when they were experiencing issues.

Support Technician and Project Manager   *August 2015 – June 2016*

M5i Limited • *Cheltenham, UK*

M5i Limited provide managed services to clients of varying sizes all over the world, such as managed web-hosting, DNS, CDN, VPN and system development. My role primarily consisted of maintaining these services and supporting clients when they had queries or issues. Aside from supporting clients with technical issues, I worked with clients who had approached M5i for website development and I was responsible for the front-end development of these sites, primarily in HTML and CSS. I was also responsible for managing a small team of outsourced web developers to build bespoke systems. These systems were generally for internal use, although occasionally clients would approach the company for bespoke web platforms and task-specific systems.

Independent IT Contractor and Web Developer   *June 2015 – Present*

Cheltenham, UK

Working as a web developer I have built and developed systems in a number of technologies, including HTML, CSS, SASS, Bootstrap, Tailwind CSS, JavaScript, VueJS, jQuery, PHP, Laravel and database-backed systems with MySQL and MariaDB. I have also been involved in bespoke system engineering, using hardware such as Raspberry Pi and Ardunio, to meet specific requirements and resolve unique tasks or specifications. I also provide system administration and management of IT infrastructure, including managed hosting and web, mail and DNS services, system configuration of Windows and Linux operating systems and hardware diagnostics.

Network Operations Centre (NOC) Engineer and Team Manager   *May 2011 – October 2015*

Safe Hosts Internet LLP • *Cheltenham, UK*

As NOC Engineer, my primary role was to provide technical support to clients via helpdesk ticket system, telephone, or in person. I was also responsible, with other engineers, for maintaining the key data centre infrastructure, including power, network and cooling systems. Safe Hosts Internet LLP have a central VMWare hosting platform which is used to host various virtual machines which were to be used for the operations of the business, such as websites, monitoring platforms, DNS, VPN and IP PBX servers. In January 2015 I was promoted to NOC Team Manager which I was responsible for leading the NOC team as dictated to ensure smooth running operations of the business.