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Sven Lowry

Experienced IT professional with skills in multiple areas including SQL Server, Windows Server, Azure, Networking, Security and Hardware. I am currently looking for a career change to utilise my passions for crafting, hands on creativity and computing.

I possess and enjoy putting into practice excellent problem solving skills, and imparting knowledge to others to share solutions. I also take pride in my abilities to automate and improve time consuming processes, improving efficiency and ensuring stability of solutions.

I am fully capable of working alone or in a team, always including great attention to detail in either situation.

EXPERIENCE

xTEN — *Senior Reliability Engineer*

August 2017 - June 2020

xTEN takes pride in being experts in all areas of computing to provide an excellent service to customers. As a Senior Reliability Engineer at the company, I fully pushed this ethos in myself, learning new skills, investigating new technology, fixing problems to ensure customer's application stability, and sharing this knowledge with the rest of the company and the IT community.

Skills used and developed during my time at the company include:

- SQL Server (2005-2019) – performance tuning, installation, management, automation, High Availability, Disaster Recovery.
- Windows Server (2008 – 2016) – Installation, configuration, management, High Availability, Disaster Recovery
- Active Directory – installation, configuration and management.
- Azure infrastructure (Creating VMs, networking architecture, load balancing, traffic managers, along with various other resources).
- Office 365 – Management through the portal of services including Exchange and Sharepoint administration.
- PowerShell – scripting to automate tasks, including deploying software, monitoring services.
- Monitoring and improving solutions – resolving alerts raised on systems, forecasting for additional capacity, identifying areas for cost savings and performance improvements.
- Customer communication – ensured a high standard of information was provided to customers, including providing critical updates during any high severity incidents.
- Completed the Open University "Introduction to Cyber Security" course.
- Studied for Microsoft AZ-103 "Microsoft Azure Administrator" course.

- Sharing knowledge - presenting topics relevant to the community at regular events (which I also assisted with organising) and writing public blog posts to share information on useful scripts etc.

The Phoenix Partnership (TPP) — *Technical Operations*

July 2007 - July 2017

Whilst employed at TPP, I was responsible for ensuring the security, stability, performance and availability of a critical healthcare solution, as well as the infrastructure supporting it and the office staff at the company.

This involved being responsible for multiple large databases and the servers hosting them, situated in different data centres around the world.

Skills used and developed at TPP:

- SQL Server (2005 - 2014) - performance tuning, installation, automation, disaster recovery.
- Windows Server (2008 - 2012 R2) - Installation, configuration, management, High Availability, Disaster Recovery.
- Active Directory - Installation, configuration and management for the 300+ accounts in use by staff.
- Microsoft Exchange Server (2003 - 2013) - installation, configuration, management and High Availability of email services for the company, including security and upgrades.
- Hardware acquisition and installation - specifying server components to meet the demands of multiple projects, and installing the hardware both in the office and in data centres around the world.
- Networking infrastructure - installing and configuring network hardware in data centres and the office, including implementing and maintaining security processes to protect sensitive data.
- Office design and transition - instrumental in designing the infrastructure for a new office building and moving the company to it, ensuring high availability for services hosted there (including multiple power supplies, Internet connections, cooling and fire suppression for servers etc.
- Support of desktop equipment - installation and management of desktop computers and peripherals for staff, including mobile solutions.
- Completed a Data Centre Designer course

Brulines — *Data quality technician*

September 2005 - July 2007

During my time at Brulines I was responsible for ensuring that data inserted into the system by the company's solution was correct, and performing analysis on this data to provide useful statistics to customer support agents. I also implemented and maintained an automated solution to a time consuming daily task here, greatly improving efficiency for all technicians and improving the data quality presented to customers.

Skills used and developed at Brulines:

- Customer communication - assisted customer support with providing information to customers, particularly during controversial conversations.

- Excel Macro automation - using self taught VB Script in Excel, developed an automated solution to save staff a considerable amount of time each week that was being spent manually preparing spreadsheet data for customers.

University of Teesside — *BSc Computer Game Programming*

September 2003 - July 2006

Completed a BSc in Computer Game Programming, learning different programming languages (C, C++, Java along with some HTML/CSS) and use of industry standard tools / game engines.

I chose this degree specifically to make use of my interest in Mathematics and problem solving, whilst also allowing me to learn programming in an area of computing I particularly enjoy.

Reigate College — *A-Levels*

September 1999 - July 2001

Completed A-Levels in:

- Mathematics
- Electronics
- Computing
- General Studies (AS-Level)

Reigate School — *GSCEs*

September 1994 - July 1999

Completed 12 GCSEs (A-A*).

I am interested in all areas of computing, and enjoy learning about new developments in technology and software and how they can be used to improve the world. I use this knowledge to maintain a high spec home computer, and also run a small home server to store media and host services for friends. I am regularly called on by friends and family to suggest upgrades to their computers, and help them with fixing problems.

I have recently developed an interest in photography, and continue to take any opportunities to further this, in particular finding interesting landscapes, scenery and wildlife in the local areas to photograph.

I am also particularly enthusiastic about DIY and crafting using different materials at home - making items for the house where possible instead of purchasing them. I have recently started to look into crafting with cement and resin, making computer game, TV, film etc. themed items.