

**MICHAEL SAGE**  
**ITILv3 Foundation**  
**Prince2 Practitioner**  
**Current SC clearance**

4 Bowlers Close, Freethorpe, Norwich  
Norfolk, NR13 3XE  
Mobile: 07775617971  
Email: michael@theangel.net

An experienced IT professional with a wide range of technical and solution design skills. A proven track record in delivering solutions for a variety of technical business issues including specialities in:

- Microsoft Technologies
- Virtualisation Technologies
- SAN Solutions (including NFS, iSCSI, Fibre, cloud)
- Manufacturer technical skills (HP, Dell, NexSAN, Netgear, Qlogic)
- Linux Ubuntu and Redhat (including openstack and gluster)
- Knowledge of other core infrastructure components (LAN, WAN, Firewalling)

A proven team leader and project manager with experience in project implementation, planning, management, troubleshooting and documentation.

Strong business management skills around service delivery and design, change management and service management aligned to ITIL best practice.

Driven by getting the best solution for business need, including researching the market, and finding innovative cost saving new products.

#### **PROFESSIONAL EXPERIENCE**

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#### **Technical Lead / SA / PM / TA / SysAdmin – Permanent Nov 2006 to Present**

##### ➤ **Cefas (Central Government) Nov 2006 – Present**

- Custom solutions architect
  - Cloud Storage Solution
  - Disaster Recovery
  - Offsite Archive
- Infrastructure Management
  - Virtualisation (vSphere 5, Hyper-V & Xen)
  - SAN (HP, NexSAN, Netgear)
  - P2V
  - Active Directory & Services (DNS, DHCP, Group Policy)
- Infrastructure Strategy
  - Desktop
  - Wireless LAN
  - Service upgrade (BES, systems monitoring)
  - Linux Strategy including High Performance Compute Cluster
- Core infrastructure team leader (covering WAN, LAN and up to the OS on systems)
- Staff mentor to junior team members
- Member of IT management team

##### ➤ **Other (Consultancy) Nov 2006 – Present**

- Manage several small servers using ubuntu, openvpn, Amazon EC cloud
- Virtualisation consultancy and project management
- Windows 2008 and Exchange 2007 management
- Zimbra administration
- Nagios systems monitoring

**Technical Consultant - Permanent** **Jan 2003 – Nov 2006**

- **BusiTness LLP (Own Company)** **2004 – 2006**
  - Small business specialist
  - Hardware / Software Provision to SMBs
  - Technical Lead to a number of small businesses
  - Dealing with permanent and contract staff
  - Windows Small Business Server including Exchange
  - LAN / WAN / Firewall consultancy for SMB market
  - Project management
  - Everyday business management (accounts, compliance)
  - Running hosting platform for customers
  
- **TROL Ltd t/a CCS Group (SMB Consultancy)** **2003 – 2004**
  - Maintaining, designing, managing SMBs IT Systems
    - Microsoft Windows (Desktop (98-XP), Server (NT4-2003))
    - Microsoft Exchange (5.5 – 2003)
    - Microsoft IIS
    - Linux Apache
    - BIND
    - Nagios
  - Project management for SMB project
    - Full refresh of desktop and server platforms
    - Installation of links
  - Running dedicated servers to provide hosting platform for clients
  - Staff and contractor management

**Systems Administrator – Permanent** **Summer 2000 - Jan 2003**

- **Pitman Training (Training provider)** **2002 – 2003**
  - Training role
    - Helping students through MCSE, MCSA, A+
  - Technical Manager
    - Running Novell Netware 4 network
    - Windows 95 - XP
  
- **Easy i Media (Software house)** **2001 – 2002**
  - Systems Administrator
    - Roll out of pan-Atlantic Windows 2000 domain
    - Multisite Exchange platform
    - Windows 98 – 2000
  - Support for multinational blue chip customers
  - Support for software development team
  
- **Net Communications Ltd (ISP)** **2000 – 2001**
  - Linux Systems Administrator
    - Apache, Qmail, BIND, MySQL, DHCP
  - Windows Systems Administrator
    - NT4, IIS, SQL Server 7
  - Second line support

**College – BTEC National Diploma in Business Information Systems** **1998 – 2000**

**Technical Support – Permanent****1996 - 1998**

- **Net Communications Ltd**                      **1996 – 1998**
  - Sales
    - Selling internet solutions to SMB and Enterprise customers
  - Technical Support
    - First Line technical support, Windows 3.11 TCP/IP Winsock development

**KEY TECHNICAL SKILLS**

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Window NT4/2000/2003/2008	Windows 2000 Pro, XP, 7, 8 ThinPC
Apache Web server 2.0	VMware ESX / vSphere (3.5 -5.0)
Ubuntu / Debian Linux	Postfix & Bind 8.0 configuration
Active Directory Design & administration	Exchange design & administration 5.5, 2003, 2003 & 2007
SQL 7.0, 2000, 2005, 2008 installation & configuration	Netgear ReadyNAS (iSCSI and NFS)
Microsoft Update Services	NexSAN SATABeast and E series
IIS 4.0 (and above) administration	Squid Proxy / Smoothwall Proxy / PAC Scripts
Microsoft DNS & DHCP design, implementation & Administration	Zimbra 6
Dell KACE Kbox	Google Mini Search Appliances
HP Server installation & configuration (DL 180, 360, 380, 560)	HP Brocade SAN Switches
Nagios Monitoring and alerting	Microsoft Search Server
HP SmartStart 7.0 and above	MySQL implementation & administration
HP SAN MSA 1500/2000 configuration	HP SAN EVA 4400/6400/6000 configuration
OS Commerce (Ecommerce PHP platform)	Joomla (PHP CMS)
OpenVPN	Microsoft Hyper-V
Blackberry Enterprise server 4 - 5	Ipcop / pfSense
Apple IOS / Android 2.2 (email and enterprise)	BackBlaze Storage
ArcServe R16 replicate & HA	GlusterFS

**COURSES TAKEN**

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Maintaining a Microsoft SQL 2005 Database	SQL 2008 Administration
Introduction to Project 2003	Citrix Presentation Server 4.5: Administration
Introduction to Linux Administration	Patchlink Administrations
BES Admin	VMWare Operators Course
KACE Kbox	Wining Edge

**QUALIFICATIONS, ACCREDITATIONS AND PROFESSIONAL DEVELOPMENT**

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MCP in Windows 2000 Professional	CITP / MBCS
PRINCE II Foundation	PRINCE II Practitioner
OU Degree BSc(Honours) (TBC 2012)	ITIL v3 Foundation
Member LOPSA	

**PERSONAL INFORMATION**

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Driving License: Full, UK                      Nationality: British                      Status: Married with 3 dependants.