

Andrew Montague | PSRD Escalations Manager

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Profile

- A skilled and enthusiastic VMware EUC Consultant with 20 years of practical IT support experience.
- Well-rounded, flexible individual with adaptable skills and attitude and a history of working successfully in many different business environments.
- Strong communicator including an ability to relate well to non-technical staff and explain technical concepts concisely, comfortable speaking with a range of people in a business from the technical staff to stakeholders up to and including C-Level Executives. Seek to fully understand customer requirements and identify opportunities for both solutions and opportunities.
- Broad technical knowledge built up from multiple roles across the IT sphere, including system admin, networking, desktop support and consultancy resulting in an understanding of business needs and stakeholder, security and IT concerns when looking at a problem and solutions.
- Possess a full, clean driving license and own vehicle.

Technologies and Platforms

- AirWatch\Workspace ONE UEM 7.1 – to the current release
- VMware Identity Manager 2.6 – to the current release
- Microsoft Server 2000, 2003, 2008, 2008 R2, 2012, 2012 R2
- Exchange Server 2003, 2007, 2010, 2013
- Active Directory (design, implementation and administration)
- Network infrastructure and architecture design
- Wireless network planning and deployment.

Professional Qualifications

- Prince2 Foundation
- VMware Certified Professional - Digital Workspace 2018
- Microsoft Certification ID: 6603766
 - 70-646 PRO: Windows Server 2008, Server Administrator
 - 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
 - 70-640 TS: Windows Server 2008 Active Directory, Configuring
 - 70-659 TS: Windows Server 2008 R2, Server Virtualization
 - 70-270 MCP: Installing, Configuring and Administering Windows XP Professional

Education

- Ousedale Secondary School - 1990 - 1994 - 8 GCSE A-C
- Milton Keynes College Woughton Campus - 1996 -1997 - BTEC 1st IT Applications

Positions Held

PSRD Deployment Escalation Manager, VMWare

July 2017 to Present

- Acting as a technical escalation point for PSRD deployment services for both technical and customer temperature issues.
- Troubleshooting a wide range of issues around Workspace ONE UEM and IDM.
- Working with PSO projects as part of the RDX initiative projects, delivering to PSO standards.
- As a member of the IDM P.A.C.T team attended regular office hours meetings to provide technical assistance.
- Contributed to and ran team training sessions on topics like IDM, UEM and network-related concepts.
- Attended regular meetings with management around project management and forecasting.
- Review design documents for other consultants to ensure constancy and accuracy prior to sending to the client.

Deployment Consultant, VMWare Air-Watch

September 2014 – July 2017

- Deployment consultancy services to customers in our EMEA region, delivering both SaaS and On-Premise solutions both remotely and on-premise with the client.
- Providing product information, scoping client requirements and agreeing success criteria definition.
- Installation, configuration and verification of necessary components.
- Technical integration with client infrastructure.
- Enablement training for client administrators.
- Troubleshooting and providing solutions to implementation challenges.
- Ensuring clear and concise customer communication at all stages of the product.

Technical Consultant, Complete-IT

June 2014 - August 2014

- Providing break-fix and technical guidance to clients, suggesting solutions and writing proposals for projects.

3rd Line Technical Support Engineer, Bluecube Technology Solutions

February 2013 - May 2014

- Responsible for top-level technical escalations and problem investigation\management.
- Pre-project technical planning and advice on solutions and identification of potential issues before implementation.
- Configuration of servers and firewall equipment before deployment for client upgrades and projects. Systems included Dell servers, Watchguard firewalls, Netgear Wireless System Manager and Wireless Access Points.
- Report generation for ad-hoc client reports as needed utilizing PowerShell to gather information about diverse systems such as Active Directory, Exchange 2007/2010/2013, Hyper-V 2008/2012 and other Microsoft Windows technologies.
- Documentation of client systems to ensure a high level of knowledge retention.

Senior Systems Engineer, Mirus-IT

July 2012 - February 2013

- Working on-site for a major customer in an embedded position.
- The first point of contact for technical issues, logging and seeing them through to resolution.
- Managed the Active Directory, Exchange and network infrastructure
- Managed project to deliver improvements to the SharePoint Foundation 2010 system.

Prior work history available upon request