

# Luke Harper - Skills

Over my years working in IT I have achieved a set of strong skills in the following areas:

## Azure/365

4 years professional experience

- Deployed several Azure environments hosting a variety of instances and use cases
- Utilised Azure Active Directory to allow customers to work entirely off Azure with seamless SSO
- Deployed and managed virtual instances to provide redundant low latency services worldwide
- Managed web hosting in Azure
- Deployed ADFS to allow seamless SSO and configured it to work with both native and third party applications along with externally facing two factor security
- Migrated users to Office 365 from a variety of different mail solutions with zero issues

## Active Directory

7 years professional experience

- Full working experience of systems from Server 2003 to 2016
- Have built Active Directory structure for several customers from scratch
- Migrated Active Directory, upgraded core servers
- Managed and created file systems utilising DFS, BranchCaching, Failover Clusters
- Full understanding of Group Policy for Desktops and Terminal services environments.
- Created Remote Access solutions using DirectAccess, OpenVPN, SSL VPN
- Created Security Policy for organisations matching compliance requirements
- Resolved severe security issues and restructured environment accordingly

## Virtualisation

### VMware

6 years professional experience

- Built and deployed virtual machines onto an existing vCenter/ESXi infrastructure ranging from version 4.0 to 6.7
- Built several hosts from scratch from small scale deployments to high end servers
- Implemented shared storage with both vSAN and VVols
- Implemented several backup solutions utilising products like Veeam and Backup Exec

## **Hyper-V**

4 years professional experience

- Built and deployed a variety of virtual machines on several Hyper-V clusters and individual hosts
- Built and configured Networking infrastructure for Hyper-V
- Configured Storage Spaces for shared storage on Hyper-V
- Troubleshooted many issues with existing Hyper-V configurations

## **Citrix XenServer**

6 years professional experience

- Managed XenServer maintaining virtual machines across several clusters and sites

## **Citrix XenApp/RDS**

6 years professional experience

- Worked with Citrix version 5.5 to 7.15
- Configured XenApp Published Desktops and Applications for users
- Configured several stable and efficient environments for thousands of concurrent users
- Deployed seamless SSO Windows Remote Desktop and RemoteApp solutions for customers

## **Networking**

### **Cisco**

7 years professional experience

- Deployed several Cisco Layer 3 switches creating segregated VLANs for Management, Wired and Wireless devices
- Resolved issues with connectivity on several Cisco based networks
- Upgraded and maintained several different switches
- Created QoS rules to prevent network overload
- Deployed and managed several Wireless Meraki solutions with RADIUS authentication

### **Aerohive**

4 years professional experience

- Deployed and managed multiple Aerohive networks with various security policies and VLANS
- Deployed networks to varied sites such as retail units, offices and warehouses
- Maintained and resolved core issues creating stable wireless networks

## **Palo Alto Firewalls**

4 years professional experience

- Deployed and managed multiple Palo Alto firewall units both physical and virtual
- Created full network security policies for medium to large scale businesses
- Resolved issues with telephony restrictions and access restrictions
- Created network restriction policies to increase security
- Managed end to end encrypted VPN tunnels
- Configured HA pairs with WAN failover

## **SonicWall Firewalls**

4 years professional experience

- Managed multiple SonicWall firewall units across different customers
- Managed network policies
- Managed connected wireless access points
- Resolved issues with connectivity between offices

## **HP Aruba**

2 years professional experience

- Deployed and configured several HP Aruba switches with segregated VLANS
- Configured switches to connect to Cisco network to allow cross platform communications

## **Storage**

6 years professional experience

- Worked with:

EMC VNX/VNXe Storage

Dell EqualLogic

HP StorageWorks

NetApp Storage

- Configured several SAN arrays from scratch connecting to a variety of virtual environments

## **General**

- Highly familiar with both Windows and Linux environments
- Ability to approach issues from a unique perspective attempting to not only solve an issue but gain understanding of what caused it and how to prevent it from recurring
- Approachable, friendly and always willing to listen and assist with any customer
- Strong ability to document implementations with clearly written and helpful information
- Reliable, will never leave a core issue unresolved

## **Exchange**

5 years professional experience

- Worked with systems from 2003 to 2016 along with 365
- Added Skype for Business for instant messaging both on site and connected to Azure
- Supported users mailboxes with restores
- Migrated users across domains
- Joined mailboxes with SharePoint for collaborative working
- Ran maintenance tasks on Exchange Servers
- Added and maintained several anti-spam/virus applications to transport mail flow

## **Legacy**

### **Novell e-Directory**

3 years professional experience

- Managed both Netware and Novell Open Enterprise Server machines on a large environment
- Configured and joined Netware and Novell OES servers to existing e-directory tree as well as configured a secondary e-directory tree
- Installed backup agents and anti-virus agents on these servers and configured them to update and receive their policies from the main server

### **Novell Zenworks**

3 years professional experience

- Worked with versions 7-11
- Created and deployed several silent Zenworks bundles for a variety of applications with different install methods varying from launch and install to silent background installations
- Created and deployed Remote Management Policy in Zenworks 11
- Built Zenworks environment from scratch and successfully implemented patch management

## **Novell Groupwise**

3 years professional experience

- Supported multiple Groupwise mailboxes at several different sites connected to the same MTA
- Resolved core issues with Groupwise servers