# Giles Coochey

CCNAS, CCNA, CCENT, NSA / CNSS 4011 recognised

| | |
|---|---|
| **Telephone (UK Mobile)** | **+44 7983 877 438** |
| Email | giles@coochey.net |
| Nationality | British Citizen |
| Languages | English, intermediate Spanish |
| Date of Birth | 29<sup>th</sup> September 1972 |

## Summary

A highly experienced IT professional with seventeen years of general technical and managerial experience in heterogeneous (Windows and UNIX) commercial IT environments. In particular thirteen years of experience with technical management of network equipment including firewalls, routers, switches and load balancers in production high-availability environments. I see myself as a versatile, enthusiastic quick learner who is results orientated and has a hands-on can-do attitude.

## Experience

### Oxfam GB
#### Oxford, UK
Infrastructure Consultant, Infrastructure Team, July 2012 – Present

Upon the winding up of SWA project, I have joined the Infrastructure team to continue to assist Oxfam with further projects.

Web Systems Consultant, Scalable Web Architecture, September 2011 – July 2012

Oxfam is a registered charity in the England and Wales. It is a leading international NGO with a worldwide reputation for excellence in the delivery of aid and development work. My work at Oxfam was to ensure their website, which hosts portals for donations as well as an online shop, was able to cope during the busy period in the run up to Christmas. Since Christmas 2011 I have assisted them with the transition to a new website infrastructure, completing the launch of their new e-commerce website in April 2012.

### T-Systems (Deutsche Telekom)
#### Eindhoven, Netherlands
IAS Expert / Network Specialist, August 2010 – August 2011 (contract)

I was hired as part of a team, migrating applications for a major client from IBM Datacentres in the USA to T-Systems Datacentres in Germany. The work involved porting applications T-Systems' 'Dynamic Computing' platform based on Windows, Linux (RHEL) and AIX, essentially virtualising the migrated applications 'in the cloud', using NetApp filers to provide iSCSI & NFS filesystems to virtual VMware servers. While I joined as a Network Specialist, my all round knowledge has been most in demand and I have taken on the roles of software delivery manager, software preparation specialist and operating system support in addition to my defined Network specialist role.

### William Hill Online
#### Gibraltar
System Administrator, June 2009 – August 2010

I joined William Hill Online to assist in their migration from onshore UK operations to offshore operations in Gibraltar. I played a key role in growing the IT infrastructure of the offshore business during a time of extremely aggressive growth. The role involved both building the office IT infrastructure as well as growing the Datacentre infrastructure. Most work involved managing the Windows desktop infrastructure based on Windows XP workstations, in an Active Directory Domain. AD Account management, DHCP configuration and DNS replication, but also included some Linux work, including the setup

of a Squid proxy server to control Internet access in the DSS CDE. The work also involved snom VoIP phone configuration and troubleshooting for their Asterisk VoIP based phone system.

## Broadband Gibraltar Ltd / Sapphire Networks
### Gibraltar
Senior Technician, Engineering Group, February 2007 – July 2008

Sapphire is an ISP based in Gibraltar and is a licensed telecommunications operator both in Spain and Gibraltar. I joined Sapphire to lead the WiMAX deployment there, assist with the setup of the first international SDH circuits from Gibraltar to Madrid, and to perform several improvements to their infrastructure design. I brought a lot of insight into what changes were necessary, as I had been both a customer of Sapphire and their competition, Gibtelecom, while at Carmen Media. I believe we implemented a superior infrastructure design to that of Gibtelecom's during my presence there (Enjoying 100% service uptime since inception of the new infrastructure in March 2007). I participated in various projects which continued to improve and develop their network. This included the implementation of a Nagios network monitoring system running on Linux to replace an ageing What's Up Gold system together with the ability to receive SNMP traps at a centralised monitoring station from various devices on the network. I also extended their Cacti Network Graphing system with Holt-Winters forecasting algorithms, which assisted the NOC in detecting and identifying DDoS attacks.

## Carmen Media Group Ltd
### Gibraltar
Network Administrator, April 2006 – February 2007

I was appointed by Carmen Media to administer and manage their IT and network operations at their existing datacentre and office networks in Gibraltar, as well as set up and manage a datacentre network infrastructure at a co-location site in Telehouse (Docklands), London. Carmen Media run a number of sports book and online gaming casino websites. In that short time I also installed systems to give them accurate monitoring and accounting of their network usage, identifying the pressure points with regard to bandwidth and help normalize their hardware specifications according to their requirements. I also assisted with their web server tuning (Apache on RHEL) and backup systems (NetBackup).

## Siemens Molecular Imaging Ltd
### Oxford, UK
Senior Systems Administrator, October 2002 – April 2006

I joined 'Mirada' when it was a small company of around 25 employees. Their business was within the development of Medical Imaging and Visualisation software, which was mostly sold to the US market. Due to the stringent controls required by the US FDA I was responsible for ensuring that their IT infrastructure, processes and procedures evolved in a way to satisfy FDA regulatory requirements. Major milestones during this time included ISO9001 certification, due diligence activities as the company was bought by CTI Molecular Imaging in August 2003 and subsequently by Siemens Medical in May 2005. The company now operates as the Advanced Applications department within the Molecular Imaging division of Siemens Medical and employs 70 employees, mostly post-graduates from the Oxford University Medical Imaging Laboratory, led by Sir Professor Michael Brady. From a small start-up with a single Small Business Server, I migrated them to a full Active Directory setup, including Distributed File System (DFS) and multiple IIS and Apache Intranet and SharePoint sites. The work involved the management of a Avaya PBX telephone system and the setup of a VoIP Asterisk gateway system to interface employee phone calls via VPN to the office phone system. I also implemented their Microsoft Project Server system, centralising their software development project management. They now operate a much larger managed local infrastructure, including computer intensive HPC clusters, within an organisation that employs over 400,000 staff.

## Vignette Corporation
### Maidenhead, UK
Senior IS Administrator, March 2000 – July 2002

Vignette employed me to join a team with the aim of implementing and administering IT services in its EMEA region. At the time I joined there were a total of 100 employees in Europe and this grew over the next year to almost 600 in Europe and 2000 globally. I started as a senior member in a team of two in the IT department and grew the team to a total of 6 across two sites (Maidenhead and Hamburg). I set up and maintained their Local and Wide Area Networks, which included new

office build-outs in Hamburg and Madrid as well as ten other serviced locations. This involved appraising user requirements and plans for growth at each location, considering various solutions and implementing the best solution available such as ISDN, Frame Relay, Leased Line, IPsec, and site-to-site Wireless solutions, all the network solutions implemented were with Cisco equipment. Success in this area led to being invited to assist with their HQ relocation in Austin, Texas in 2001. Success in this area led to being invited to assist with their HQ relocation in Austin, Texas in 2001. Having a large number of remote web developer staff it became apparent that many systems on the network were vulnerable to attack. This was confirmed when we had instances of the Code Red and Nimda worm originating from QA testing systems in the US attempting to infect systems in EMEA. Thankfully we detected these quite early on, and working with the US IT team we were able to contain and eventually mitigate the outbreaks. I subsequently set up and tuned a network intrusion detection system with sensors in the USA, Hamburg and the UK designed to alert us of future outbreaks within our network. I also installed a management console to roll out critical security updates to Windows 2000 systems automatically and we implemented an enterprise Anti-Virus update system and scheduled vulnerability testing across our network.

## International Masters Publishers Ltd

### London, UK

### Network Support Analyst, December 1997 – July 1999

My work consisted mainly of assisting with the migration of the existing token-ring network to a Cisco based, switched, Fast-Ethernet network. I played a key role in the configuration of Cisco Catalyst 5500s and Cisco routers. I also installed and configured the PIX firewalls and Internet routers to allow client Internet access. I spent some time on projects that were required to standardise all our network systems on TCP/IP. This involved researching products that would replace existing proprietary systems and protocols with TCP/IP enabled ones. I was quickly recognised as the Cisco expert on a global scale in the company and travelled to Munich to assist our branch-office with their office move. This involved configuring their new Cisco infrastructure as well as their PIX firewalls. I originally joined IMP as PC Support Analyst, but it was found that my network skills were most in demand and hence I placed emphasis on improving their network infrastructure, which eventually resulted in my promotion to Network Administrator. I also undertook Visual Basic programming projects, which included an application to transfer customer credit-card payments cross-platform from NT workstations to an IBM Mainframe in Sweden.

### Network Administrator, July 1999 – March 2000

With the success of other projects IMP redefined my position as Network Administrator for the UK offices. My work involved changes to our network infrastructure including the setting up of various data links via BT-Kilostream leased line services, ISDN circuits as well as some incoming VPN connections across our PIX firewalls. It was also my responsibility to ensure that all our DHCP, DNS, WINS, File & Print, VLAN and SMTP Mail services were functioning correctly. Whenever there was a failure it was my responsibility to troubleshoot and resolve the issue.

## KYE Systems UK Ltd

### Surrey, UK

### Technical Support Engineer, February 1995 – December 1997

In this role I was responsible for providing the technical support for the entire UK market of this Taiwanese manufacturer of PC peripherals. Most of the work was with their network range of products and hence I was required to be able to support all PC Network Operating Systems. I gained an all-round knowledge and received many commendations from customers and end-users for my troubleshooting skills. I put a strong emphasis on liaising with colleagues at other subsidiaries abroad and believe I was a strong influence in improving the communications within the company on a global scale. This culminated in an invitation to Taipei to meet and discuss issues with some of their products with their Research and Development department in 1997.

# Skills Summary

- Operating Systems
  - All Microsoft Server and Workstation products up to and including Windows 2008 / Windows 7
    - Active Directory Management
    - Infrastructure Services (DNS, DHCP, File & Print Server, DFS)
  - Linux (Gentoo, RedHat, CentOS)
  - General UNIX skills (Sun Solaris, some SCO, BSD, AIX)
  - Microsoft Exchange, SQL Server (set up and basic management), Project Server
  - Microsoft ISA Server, Squid Proxy server
  - PostgreSQL, MySQL (set up and basic management)
  - Middleware: Apache Webserver, Tomcat Application Server
  - Various developer tools: CVS, ViewCVS, CVSmonitor, JIRA issue management system
  - Sendmail / Gateway anti-spam / Anti-Virus solutions
- Network Skills
  - Cisco ASA / PIX Firewall including set up of IPsec LAN-LAN tunnels
  - Cisco IOS router configuration (to 7300 series)
  - Cisco Catalyst switch configuration (to 6500 series)
  - VoIP Phone Systems (Asterisk)
  - Zhone MALC (DSlam) configuration
  - Alvarion BreezeMAX (WiMAX) configuration
  - Load Balancer configuration (F5 BIG-IP LTM & GTM)
  - Nortel Passport MS15000 configuration
  - Network Management Software
    - Nagios, some HP Openview NNM, OpenNMS
    - Netflow Applications: Fluke Netflow Tracker, nfdump, nfsen, flowtools
    - What's Up Gold
    - MRTG, RRDTOOL, Cacti, SNMP
    - TACACS+, RADIUS installations
    - Remote syslog (UNIX)
  - Network Intrusion Prevention / Detection Systems and Vulnerability Testing
    - TopLayer, Reflex, Snort (UNIX)
    - ACID (Analysis Console for Intrusion Detection), BASE
    - Demarc Puresecure
    - Nessus, Metasploit Framework (Backtrack)
  - RIP, EIGRP, BGP – some OSPF
  - Good knowledge of TCP/IP protocols
  - Wireless Systems: Wifi, WiMAX implementations

I have a wide skill set and could not possibly name every single application with which I have worked with. You will also find that if there is something that I don't have experience with, then I am quick to pick up the fundamentals and will soon be utilising their full potential.

# Qualifications

| SUBJECT | YEAR | LEVEL | GRADE |
| --- | --- | --- | --- |
| Additional Mathematics | 1989 | GCSE | A |
| Chemistry | 1989 | GCSE | A |
| English Language | 1989 | GCSE | C |
| English Literature | 1989 | GCSE | C |
| French | 1989 | GCSE | A |
| Geography | 1989 | GCSE | B |
| German | 1989 | GCSE | A |
| History | 1989 | GCSE | A |
| Mathematics | 1988 | GCSE | A |
| Physics | 1989 | GCSE | B |
| Chemistry | 1991 | A-Level | D |
| Further Mathematics | 1991 | A-Level | B |
| Mathematics | 1990 | A-Level | A |
| Physics | 1991 | A-Level | C |
| Cisco CRLS | 1999 | CCNA | Pass |
| Cisco CLSC | 1999 | CCNP | Pass |
| Cisco ICND1 | 2012 | CCENT | Pass |
| Cisco ICND2 | 2012 | CCNA | Pass |
| Cisco IINS | 2012 | CCNA Security Specialisation NSA / CNSS 4011 recognised | Pass |
| Cisco CCNP ROUTE | 2012 | CCNP | Pass |
| Cisco CCNP TSHOOT | 2012 | CCNP | Pass |

Rated 6th out of 39 entries in the Honeynet Project's "Scan of the Month" challenge (May 2003)

# References

Available on request.