GILES COOCHEY

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Contract Locations	UK Wide (South West, M4 Corridor, London)
Location	Paignton, Devon, UK
Nationality	British

SUMMARY

I am an experienced IT infrastructure professional, specialising in Cisco network and security for e-commerce, data centre and corporate environments. I have a broad knowledge of working in high-availability environments and I have extensive experience of both Microsoft and UNIX (Linux) infrastructures.

RECENT CONTRACT EXPERIENCE

Pay360 by Capita	Various Roles	**June 2017 - Present**
	Consultant Network Engineer	**June 2017 – June 2019**

Pay360 were migrating one of their datacentre private sector environments from GS2 in London to Cody Park near Farnborough. I worked with them to assist with this migration and implement a resilient Internet transit feed utilising four providers. This involved configuring multiple ASR1001X routers across multiple sites for iBGP/eBGP configurations. I subsequently extended my contract to assist in moving some public-sector environments to the same multi-site datacentre design. I worked with their staff to advance their multi-site design to Layer-3 routed rather than the existing stretch-VLAN Layer-2 across multiple datacentres.

	Consultant Network Architect	**July 2019 – Present**

After two years working with Pay360, my role was redefined as Network Architect, as we continued to migrate environments to their on-premise datacentres and also create new Microsoft Azure based development environments in preparation for migrating some services to cloud based rather than on-premise environments.

EDF Energy, Plymouth & Gloucester	Various Roles	**June 2016 – April 2017**
	Perimeter Security Engineer	**June 2016 – December 2016**

I was hired to work on security devices in EDF's New Nuclear Build (NNB) projects such as Hinckley Point C. Work has involved the installation and management of a number of firewalls. Management of web-proxies, packet-shapers and performing DLP scans of user data when moving from accredited network areas to the non-accredited networks. Technologies in play were Cisco ASA, Palo Alto and Fortigate Firewalls and Bluecoat Proxies. This role involved obtaining UK Government SC level clearance.

	Security Operations Centre Analyst	**December 2016 – April 2017**

My role was to monitor and raise security incidents for the Smart Metering environment based on the logs from devices received within RSA Envision and then to initiate investigations of potential security threats.

Betfair Group, Hammersmith, London	Various Roles	**March 2015 – May 2016**
	Senior Network Engineer	**March 2015 – September 2015**

I was hired to manage the production datacentre and corporate network, implementing network changes for both project and BAU work. This included the migration of two datacentres from Active/Passive connectivity to receiving full routing tables via BGP and advertising our prefixes via an Akamai DDoS protection service. Technologies in play were Cisco ASR1004 Routers, Cisco ASA, Juniper Netscreen/SRX and Palo Alto Firewalls,

as well as numerous Cisco Catalyst (to 6500) and Arista Switches. Management of F5 and Citrix Netscaler Load Balancers, configuring new VIPs, adding new servers to Pools, some iRule editing & SSL Profile setup.

Interim Head of Network Security   **September 2015 – May 2016**

After working for six months as a senior network engineer, and following some restructuring of the Network Team, I was appointed as the Interim Head of the Network Security group whilst they looked to appoint a permanent staff member for this role. I still performed hands-on technical work, but managed a group of six other engineers, running daily stand-up meetings and mentoring other engineers to assist them in meeting our merger related deadlines.

Oxfam GB, Oxford	Various Roles	**September 2011 – January 2015**

Web Systems Consultant, SWA Team   **September 2011 – July 2012**

My initial 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. This environment was a remotely hosted environment running both Linux and Windows servers and they required someone with skills in both. After Christmas 2011 I assisted them with the transition to a new triple-tiered secure e-commerce website infrastructure, with multi-site resiliency and load balancing using F5 load balancers, we completed the launch in April 2012.

Infrastructure Consultant   **July 2012 – July 2013**

Upon the completion of the SWA project as an independent project team, I joined the Infrastructure team to continue to assist Oxfam with further projects while continuing some work related to SWA I eventually transitioned and handed over the web infrastructure framework environment to the business-as-usual Server and Network teams, and then specifically joined the network team.

Consultant Network Specialist   **July 2013 – January 2015**

I moved to the network team to cover business as usual LAN and WAN administration and maintenance. This involved commissioning new WAN links, mostly via IPsec VPNs to dozens of remote offices in challenging locations. I assisted them with the setup of Cisco Router to Cisco ASA and Juniper VPN links and worked with bringing some sites online via a BT service-provided MPLS service. I also got involved as a consultant towards their successful PCI-DSS audit and set up a Cacti and Netflow monitoring tool for their WAN DMZ and LAN networks in order to help them to troubleshoot performance issues over restricted bandwidth connections.

T-Systems, Eindhoven, Netherlands	Infrastructure / Architecture Expert / Network Specialist	**August 2010 – August 2011**

The project was the migration of hundreds of applications for the end-client, Phillips, from IBM datacentres in the USA to European datacentres managed by T-Systems. My tasks involved taking each application, re-architecting it according to stringent new security policies and separating out the front end and back end to multiple tiered systems separated by firewalls. 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. I was originally hired as a network specialist serving a team of application specialists where there were 7 other similar teams, but by the end of the project I was the only network specialist serving all 8 teams.

PREVIOUS PERMANENT ROLES

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 / Sapphire Networks, Gibraltar	Senior Technician, Network Engineering Group	February 2007 – July 2008

Sapphire is an ISP based in Gibraltar and is a licensed telecommunications operator both in Spain and Gibraltar. It is also the administration point for the .gi top-level-domain. I joined Sapphire to lead a WiMAX deployment and assist with the setup of the first international SDH circuits from Gibraltar to Madrid. This involved dark-fibre connections across the border between Gibraltar and Madrid and the termination of STM-4 circuits both in Gibraltar and Spanish datacentres. I also managed the routing of IP traffic from Gibraltar to Madrid and upstream to four IP transit providers via BGP. I led the implementation of a Nagios network monitoring system to replace an aging What's Up Gold implementation, including the set-up of a SNMP trap handler for the Network Operations Centre. I also integrated holt-winters forecasting into their Cacti network graphing systems to assist the NOC in detecting DDoS attacks.

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

I joined Carmen Media to administer and manage both their datacentre and corporate networks. At the time Carmen Media hosted the "betway.com" online gaming servers and thus had very high-performance reliability requirements for LAN and WAN networks in Gibraltar, we used F5 GTM, LTM and Link Controller load balancers to provide high availability services for web and application servers as well as maintain a dual-homed ISP configuration. Both the corporate and e-commerce networks were protected by separate ASA firewall clusters and used Catalyst 3750 switches, network demarcation was done with Cisco 7206 routers. Despite the high-availability design, we still had incidents where both ISPs had simultaneous outages; as a result I set up and subsequently managed a backup network infrastructure at a co-located rack at Telehouse (Docklands) in London. Unfortunately, due to changes in legislation in the US with regard to online gaming, Carmen Media underwent restructuring in 2007.

Siemens Molecular Imaging, Oxford	Systems Manager	October 2002 – April 2006

I joined "Mirada Solutions" when it was a small company of around 25 employees. Mirada was a software development company specialising in Medical Imaging and Visualisation software. Due to stringent controls required by the US FDA I was responsible for their IT infrastructure and ensuring it satisfied all FDA regulatory requirements, even as the environment grew and expanded. Major milestones included ISO9001 certification, successful due-diligence audits during merger and acquisition phases as the company was bought, first by CTI Molecular Imaging in August 2003 and subsequently by Siemens Medical in May 2005. During this period I replaced their unmanaged switches with Cisco Catalyst 3550 series switches. Upon leaving I had successfully completed the migration of the Oxford office onto the Siemens Shared Services WAN and handed over IT operations to be led by Siemens Shared Services. Most employees at the Oxford site were post-doctorate Oxford academics.

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

Vignette employed me to lead their IT services in the EMEA region. The company went through a large growth stage and within the first year of employment we had set up a total of ten branch offices connecting to three hub regional offices in Maidenhead, Hamburg and Madrid. I set up and maintained their local and wide area networks as well as their server infrastructure. New offices involved appraising various technologies for their connectivity, ranging from ISDN, Frame Relay, Leased lines, IPsec site-to-site connections as well as a site-to-site Wireless connection between two offices in Maidenhead. I travelled to assist the Global Headquarters in Austin, Texas with their office relocation in 2001. This expansion was followed, by an equally challenging, downsizing of operations after the dot com bubble burst. The company experienced some instances of network worms (Code Red, Nimda), due to the high numbers of unattended development web servers. To counter this we deployed centrally managed Anti-Virus software and Intrusion Detection Systems as well a regular scheduled vulnerability testing across the LAN and WAN.

| **International Masters Publishers, London** | Various Roles | **December 1997 – March 2000** |

Network Support Analyst **December 1997 – July 1999**

I worked with the migration of the existing token-ring LAN network to a Cisco (Catalyst 5500 series) based, Fast-Ethernet network. I migrated systems to TCP/IP for connectivity to the IBM mainframe in Sweden, setting up of DHCP, DNS, WINS, File & Print, and SMTP email services across multiple LAN subnets. I was quickly recognised as the Cisco expert on a global scale within the organisation and assisted the sister company in Munich, Germany with their office move, configuring both their switch, router, and PIX firewalls. I also undertook some Visual Basic programming projects, producing simple tools to transfer transactions from NT workstations to remote IBM Mainframes.

Network Administrator **July 1999 – March 2000**

I deployed new WAN connections to other branch offices within the UK across BT kilostream services as well as ISDN dial-on-demand circuits. I also rolled-out company-wide access to the Internet on the LAN at the UK headquarters as well as setting up IPsec site-to-site tunnels to the training centre in Marbella, Spain.

SKILLS SUMMARY

NETWORK SKILLS

- Cisco IOS Routers – ISR 800, 1800, 2800, 3800, 7206,7304 and ASR1004 Series
  - HSRP, VRRP, RIP, EIGRP, OSPF, BGP, Route redistribution, ACLs, AAA, Crypto IPsec VPN configurations (both policy based, and tunnel interface route based).
- Cisco Catalyst Layer 2/Layer 3 Switches – Catalyst 2960, 3550, 3750, 4500, 5500, 6500.
- Cisco Nexus 93180 ToR switches – VPCs, OSPF
  - LACP, PAgP port-channels, PVST+, RSTP, VLANs, SVIs, DTP, VTP, 802.1x, Port Security, QoS
- Arista Datacentre switches
- Cisco ASA (formerly PIX) Firewall Devices (to cluster of 5585-X with SSP-60).
  - Managing Security Policies across multiple contexts, DMZs, IPsec VPN tunnel terminations.
- Experience with various Firewalls, including: Fortigate / Fortinet, Palo Alto, Juniper NetScreen, Pfsense.
- Cisco Wireless LAN Controllers.
- F5 Load Balancers (BIG-IP GTM, LTM, Link Controllers)
  - Managing multi-site Wide IPs, Server Pools, some iRule configuration tasks.
- Citrix NetScaler Load Balancers.
- Network Intrusion Prevention / Security Monitoring Systems.
  - TopLayer IPS clusters.
  - Open Source solutions: snort, sguil, snorby, suricata, ossec, securityonion.
- Network Management Software.
  - Monitoring Tools: Nagios, OpenNMS, Solarwinds, What's Up Gold, remote syslog servers, some HP Openview NNM experience.
  - Netflow tools: Fluke Netflow Tracker, nfdump, nfsen, flowtools.
  - Gigastor Observer, Wireshark
  - Graphing Tools: Cacti, MRTG, Munin, Smokeping, various SNMP.
  - AAA: TACACS+ & RADIUS installations.
- Also experience working with Nortel Passport Switches, Zhone MALC (DSLAMs), Traverse STM-1, STM-4 aggregation devices, Alvarion BreezeMAX WiMAX concentrators.
- Excellent knowledge of IPv4 TCP/IP, OSI Stack and troubleshooting skills.

OTHER IT SKILLS

- Knowledge of use of Request / Change and Incident Management systems, best practical RT, Servicenow, JIRA, Remedy.
- Microsoft Server and Workstation products up to and including Windows 2008 / Windows 7.
- Linux Servers (Centos/RHEL, Ubuntu, Gentoo) and general UNIX skills (Solaris, SCO, BSD, AIX)
- Network Support for Nutanix Hypervisor Clusters
- LAMP Stack installations, n-tier e-commerce designs.
- Bluecoat & Squid Proxy installations
- Postges, MySQL Database installations.
- Apache Web Server, Tomcat Application Server.
- Sendmail / Gateway anti-spam, Clamav anti-virus solutions.
- Rapidminer workstation and server (RapidAnalytics) Big Data Mining suites.
- Some Microsoft Exchange, SQL Server, Project Server experience.
- Open Source VoIP systems: Asterisk, FreePBX.

QUALIFICATIONS

SECONDARY EDUCATION

Mathematics	1988	GCSE		A
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
Physics	1989	GCSE		B
Mathematics	1990	A Level		A
Further Mathematics	1991	A Level		B
Chemistry	1991	A Level		D
Physics	1991	A Level		C

CISCO EXAMS AND QUALIFICATIONS

Cisco CRLS	1999	CCNA (CCNA Qualified 1999-2002)	Pass
Cisco CLSC	1999	CCNP	Pass
Cisco ICND1	2012	CCENT	Pass
Cisco ICND2	2012	CCNA (CCNA Qualified 2012-2016)	Pass
Cisco IINS	2012	CCNA Security (CCNAS Qualified 2012-2016)	Pass
Cisco CCNP ROUTE	2012	CCNP	Pass
Cisco CCNP TSHOOT	2012	CCNP	Pass
Cisco CCNP SWITCH	2013	CCNP (CCNP Qualified 2013-2016)	Pass

LinkedIn Recommendations

"Giles' technical experience was second to none within the organisation at that time. As the lead systems engineer, it was extremely beneficial having such a competent network specialist to rely on. Giles would make an excellent addition to any networking team."
November 16, 2007, Andy Blackburn, Lead Systems Engineer, Carmen Media Group

"Giles is an expert in handling difficult situations and providing instant solutions. It was very easy to place him on this project, he was the best man for the job. I will be glad to recommend and work with him again."
February 24, 2011, Clayton Wallington-Beddoe, Recruitment Consultant for T-Systems Gmbh

"Giles has supported Oxfam through a major period of change in our Web strategy. His considerable technical skill and expertise has been key to the delivery of a number of high profile, business critical Websites, from the project phase and beyond into live operations. He brings knowledge, professionalism and flexibility to his work and can be relied on to deliver."
May 2, 2013, Howard Ford, IS Service Manager, Oxfam GB

"I have had the pleasure of working with Giles as a colleague during my time with Oxfam GB. I have been impressed by his work ethic, professionalism, dedication and range of ability. As a Network Specialist he was responsible for working on a number of challenging projects and technical issues and always worked hard to ensure a favourable outcome. I would have no hesitation in recommending Giles for a role in this area and would welcome the opportunity to work further with him in the future."
December 30, 2013, Robert Loring Lee, IS Infrastructure Manager, Oxfam GB

"Giles has provided ownership for all the Network support needs for Oxfam GB for the entire time I have been in role as the SDM. This has been through the handling of Incidents, Problems and Changes but also on significant projects. He has proven himself to be highly effective technical resource. In fact a much need resource in terms of maintaining the core critical IT Services. Giles has a calm way of working that always progresses the service activities assigned to him. He will always look for work and takes ownership without questioning. This ownership and technical ability has helped me and my teams maintain the service quality above target for the past 18 months despite the age of the equipment. I would very much take the opportunity to work with him in the future."
October 30, 2014, Phil Paul, Service Delivery Manager, Oxfam GB

Giles is an experienced Network Engineer who has a good range of design and engineering skills and was vital to the success of the project we worked on. Cool under pressure and focused on the important detail I wouldn't hesitate to have Giles in the team for any future engagements.
April 4, 2017, Mike Hord, Project Manager, PaddyPower Betfair

I worked with Giles when he was with the Network Team in Betfair, initially on routine operational tasks, but later on more complex troubleshooting scenarios. I found him to be a sound source of in-depth networking knowledge - I remember him having his own lab handy to demonstrate and explain certain behaviours we were investigating at the time. Giles was one of a handful of people instrumental in resolving a major production issue which resulted from the undocumented behaviour of a network device - a problem that took the company many weeks to resolve, involving Customers, ISPs, an external service provider and the device manufacturer. I enjoyed working with Giles and would definitely recommend him to any employer.
October 1, 2017, Maciej Korzeniowski, Site Reliability Engineer, PaddyPower Betfair