

Personal information

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Name: Nicky Maddison

Marital status: In couple

E-mail: [nicky.maddison@gmail.com](mailto:nicky.maddison@gmail.com)

Private phone: 071/40.00.47

Age: 38 years old

Driving license: B

Web site: [www.easy-ict.be](http://www.easy-ict.be)

Nationality: Belgian and British

Skills

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- Due to my experience, I have a good evaluation of the company and users needs.
- Procedure, training redactions and video tutorial presentation.
- Problems management via Jira Service Desk ticketing system and escalation when needed.
- Security minded and good knowledge of encryption, digital certificate, digital signature, email encryption and signing, document encryption, VPN, SSH, etc.
- First and second level support in French and English on site or remotely.
- Very good communication and explanation skills.
- After 5 years managing an IT department on my own, I have a lot of experience of the day to day problem solving and I have acquired a lot of anticipation.

Professional experience

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*01/03/2015      Outsourced IT Manager for "IBM Belgium"*

- Outsourced IT manager in the advertising sector for the *WPP group*.
- IT Management and support for IBM servers in a VMware cluster.
- Mac OS X Integration and support in a Microsoft Active Directory.
- OS X Server: Open Directory, Software Update, DNS, Net Install, Profile Manager.
- Support to users in Brussels, Paris, Amsterdam, London and New-York.
- EMC ESRS virtual appliance for monitoring VNX5300 unified system.

*2011-2015      Senior IT Officer for "Ogilvy Group" and "Social-Lab" (160 Macs & PCs, 20 servers)*

- Take over an obsolete and unmanaged ICT infrastructure.
- Replacement of the entire PCs and Macs equipment to increase performances.
- Procedures redaction and referencing of the entire Active Directory site for SOX.
- IT budget management, drastic cost reductions and higher level of service.
- Integration of Mac OS X in a Windows Active Directory.
- Maintenance, update and configuration of the EMC<sup>2</sup> storage, IBM Blade center and VMware cluster.
- Software management & deployment with Windows GPO & Apple Remote Desktop.
- Support to users on Windows XP-7-8, Mac OS X, MS Office 365, Adobe software, Google apps, etc.
- Backup using IBM Tivoli Storage Manager.

*2005-2010      System Administrator and IT Support for "Valens - Eiffage" (160 PCs, 10 servers)*

- Migration of the 150 PCs to a new Windows 2003 Active Directory.
- Network and Active Directory user management, user's mailboxes and permissions, printing systems.
- Microsoft SQL databases management & backup.
- Support to users on Microsoft Windows XP, Office, Cisco VPN, AutoCAD, printing.
- Complete network and storage solution installation on remote worksites.
- Case study for IT projects for the other departments.
- License management for Microsoft, Autodesk and other products.
- Writing of documentations and applications procedures for ISO certifications.
- Study of a new server virtualization project and a new storage system from EMC.

*2003-2005      I.C.T. Small Business Consultant for "Net-consult"*

- Assembly of PCs & servers, installation and management on client site. Installation of small VPN systems, switches, routers, thin clients, backup systems, printers, scanner, PDA, smartphones, IP cameras. Technical assistance for small businesses and public administrations.

*2001-2003 Employee in a travel Agency*

- Encoding in the booking system, back up, support to 3 users.

*1999-2001 Employee in a small tour operator*

- Editing of the sale brochure, pricing, encoding in the reservation system.

Project achievement & contributions

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- Social Lab data migration from Dropbox to an internal storage system.
- Migration of all users and computers from Social Lab to the new Global Active Directory.
- Move of the Social Lab company in the same building with Ogilvy after acquisition.
- Take over "Social Lab" obsolete IT infrastructure, licenses management, support to users in different countries, integration of "Social Lab" into the company's international network and SOX procedures.
- Significant cost reductions for Ogilvy with a better level of service and with systems high availability.
- Move of the Ogilvy company to another building with entire new infrastructure.
- Server migration to a new VMware VSphere 5 cluster virtual infrastructure on IBM X series.
- Replacement of EMC CX300 & AX150 by a new EMC VNX5300.
- Replacement & management of a new Alcatel IP phone system.
- Case study & implementation of a new SAN HP MSA-1000 + HP MSL tape library.
- Management and installation of IT & telecom infrastructure on remote worksites.

Technology skills summary

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- Platforms: Microsoft Windows client & server, Mac OS X & IOS, Linux, Cisco IOS basics.
- Hardware: HP/IBM Servers, EMC storage, PC, Mac, portable devices, routers, switches, printers, multifunction, wide formats...
- Software: Microsoft Office, Adobe Creative Cloud & Packager, IBM TSM, Symantec Backup Exec...
- Networking: LAN, DNS, DHCP, TCP/IP, Radius, FTP, SMTP, SNMP, SSH, Telnet, Firewall...

Trainings & certifications

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- 2015 Currently in self training for Apple Certifications.
- 2013 IBM Tivoli Storage Manager training at the office.
- 2013 Rescue and first aid in enterprise.
- 2013 VMware VSphere and Microsoft Hyper V training at "Technofutur".
- 2010 MCSA Windows 2008 R2 system administrator (Cert. N° D721-3849).  
MCTS Windows 2008 R2 Active Directory configuration, Networking infrastructure, MCITP Server Administrator, MCTS SharePoint 2010 (70-640, 70-642, 70-646, 70-667).
- 2003 Security special training, VPN, Firewall & Wi-Fi.
- 2003 Windows 2000 server Administrator.
- 2003 Internet security, Firewall & IP table.
- 1999 Education in tourism – Travel agent/Tour operator.

Languages

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English: very good written and spoken	German & Spanish: notions
French: mother language	Dutch: notions

Personal Interest

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Scuba diving during holidays	Mountain biking
Sciences in general	Hi-Tech products and innovations
My personal website	Animals

Last Activity Recorded : April 15, 2011  
 Microsoft Certification ID : 8028681



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**ACTIVE MICROSOFT CERTIFICATIONS:**

**Microsoft Certified Professional**

**Certification Number :** E914-8364 **Achievement Date :** 04/16/2012  
**Certification/Version :** Microsoft Certified Professional

**Microsoft® Certified Solutions Associate**

**Certification Number :** D721-3849 **Achievement Date :** 04/16/2012  
**Certification/Version :** Windows Server 2008

**Microsoft® Certified IT Professional**

**Certification Number :** C422-2608 **Achievement Date :** 02/25/2011  
**Certification/Version :** Server Administrator on Windows Server 2008

**Microsoft® Certified Technology Specialist**

**Certification Number :** D232-3376 **Achievement Date :** 04/15/2011  
**Certification/Version :** SharePoint 2010, Configuration

**Certification Number :** C422-2607 **Achievement Date :** 01/21/2011  
**Certification/Version :** Windows Server 2008 Network Infrastructure, Configuration

**Certification Number :** C422-2606 **Achievement Date :** 01/07/2011  
**Certification/Version :** Windows Server 2008 Active Directory, Configuration

**MICROSOFT CERTIFICATION EXAMS COMPLETED SUCCESSFULLY :**

Exam ID	Description	Date Completed
667	TS: Microsoft SharePoint 2010, Configuring	Apr 15, 2011
646	Pro: Windows Server 2008, Server Administrator	Feb 25, 2011
642	Windows Server 2008 Network Infrastructure, Configuring	Jan 21, 2011
640	Windows Server 2008 Active Directory, Configuring	Jan 07, 2011