Richard Anthony Webley   www.linkedin.com/in/richard-webley

PERSONAL PROFILE

- A logical & analytical problem solver, functioning both independently and within a team.
- Able to communicate with colleagues and stakeholders at all levels.
- Ability to acquire new skills and embrace new emerging technologies.
- Passionate about all things "I.T"

KEY SKILLS

- Linux (RedHat / Rocky / Oracle / CentOS) – Including deployment, administration, scripting and automation. (BASH)
- Creation of Knowledge Base Articles resulting in increased productivity and knowledge preservation.
- Adoption of varying technologies and platforms such as SIOS High Availability, Disaster Recovery (SQL), Linux, Windows.
- Ability to administer key infrastructure components such as Mimecast Mail Administration, Fuze VOIP Administration, Symantec Endpoint Administration.
- Windows Server User Account and Permissions creation and maintenance.

KEY PERSONAL ACHIEVEMENTS

- Creation and self-hosting of the following RedHat Enterprise 9 Linux Servers (including both physical and virtual platforms) for my personal public facing domain:

    Mail and Web Servers
    FTP Server
    Network / Resources Monitor, VPN, NTP and **Proxy Servers** (VirtualBox environment)

    Requiring:
    - Domain registration.
    - A, MX, TXT - DNS records registration and configuration.
    - Router port forwarding for correct packet redirection.
    - Creation of self-signed certificates incorporating TLS / SSL encryption in conjunction with client and server keys.
    - IPTables / GeoIP based Firewall rules for Network Intrusion Prevention.
    - Cron activated BASH scripts to automate scheduled system jobs.

    Mail and Web Servers:
    - Employment of SPF, DKIM, DMARC protocols enabling domain Mail Server authentication.
    - Installation and configuration of Sendmail / Dovecot and Apache software.

    FTP Server:
    - Installation and configuration of PureFTP software.

    Network Services / Resources Monitor, VPN, **NTP** and **Proxy Servers**:
    - Installation and configuration of Nagios XI, OpenVPN, Chrony and Squid / SquidGuard software.

KEY COMMERCIAL ACHIEVEMENTS

- Creation of a RedHat derivative *Nix bash script to work alongside the company's core product to simplify the process of gathering and visualising in real-time, core node component statistical and diagnostic data.
- Implementation of the TeamViewer Remote Management project throughout the remote and regional offices in the United Kingdom, Germany and France – this resulted in a unified system enabling secure, efficient cross-platform support for all employees.
- Implementation of a centralised Amazon software image deployment point. This ensured that not only were the images were securely maintained to Amazon standards but it also ensured that company assets contained only the latest images, updates and patches – this was critical for protecting the overall company infrastructure.
- Project Management for the Creation / Writing / Implementation of a Secure Electronic Purchase Order System – utilising UNIX Bourne Shell scripts, Informix-SQL, VB scripts. This automated streamlined system resulted in a significant reduction in the time to completion process coupled with a natural reduction in the number of human errors incurred.

RECENT COURSES COMPLETED

- Cyber Security – Level 3.
- Open University Introduction to Cyber Security Badge course.
- LogRhythm SIEM Platform Administrator Certification
- LogRhythm SIEM Security Analyst Certification
- LogRhythm SIEM Deployment with High Availability Certification.
- ITIL 4 foundation course completion.

EMPLOYMENT HISTORY

Exabeam   **- Feb 2021 to Feb 2025**

ADVANCED TECHNICAL SUPPORT ENGINEER

The primary role involved the provision of best-in-class technical support combined with an enriched customer focus experience.

Main Duties Performed:

- Minimisation of SIEM platform and core component downtime through highly focused troubleshooting whilst ensuring that the relevant SLAs are adhered to.
- Troubleshooting / Administration of MS SQL Server 2016 related issues.
- Configuration / Support of Windows Server 2012+ and Linux (Centos / Oracle /RedHat / Rocky) environments, and support of the related network environment.
- Focused support on core clustering and replication components such as High Availability and Disaster Recovery
- Support of customers utilising cloud-based solutions such as AWS, Azure, GCP incorporating APIs and Security certificates
- Creation of Knowledge Base articles
- Triaging of customer incidents via SalesForce CRM in addition to Bug / Defect reporting and tracking via Jira.
- Ensuring that skillsets align to the organisations current and emerging products through internal training and personal self-development combined with mentoring of more junior colleagues.

Simbec Orion Clinical Services Ltd.   - **March 2010 to Oct 2020**

IT DESKTOP SUPPORT ANALYST

In addition to maintaining the group's key clinical infrastructure and systems, the main role was to provide support to UK / internationally office based staff and remote home-based team members.
Main Duties Performed:

- Windows Server 2003/2008/2019 AD and Exchange Server 2007/2013/2016 Accounts and Permissions.
- O365 / Exchange Online administration coupled with Mimecast mail filtering and administration.
- Symantec Anti-Malware EndPoint administration, Blackberry Enterprise Server Deployment and MDM administration.
- Fuze and Zoom VOIP / Cloud communication administration.
- Maintenance of the Symantec Backup Exec system backups.
- Implementation of the TeamViewer remote management project.
- Implementation of the SysAid helpdesk system.
- Maintenance of the Corporate Web-Site and Intranet utilising HTML coding.
- 1st / 2nd line support of the Microsoft Windows desktop environment for internal, remote users including inter-office VPN support.
- Image deployment utilising Windows Deployment Manager and Acronis.
- Deployment & support of hardware, including Desktop PC, Laptops and Mobile Devices.
- New Starter I.T Inductions, covering I.T Policies and Procedures.

VARIOUS TEMPORARY ROLES   - **May 2008 to Dec 2009**

Amazon.co.uk   - **May 2007 to May 2008**

SENIOR TECHNICAL SUPPORT ENGINEER

The main role was to provide and support the organisations I.T infrastructure, enabling staff to operate efficiently within the Company's agreed desktop policies and to maximise the benefit available from both Microsoft and Linux based platforms.

Main Duties Performed:

- Hardware / Software procurement, installation & maintenance, and end-user support including performing New Starter I.T Inductions.
- Implementation & Maintenance of the Company V.O.I.P system, enhancing communication efficiency.
- Active Directory Accounts & Permissions maintenance.
- Exchange Server 2003 / 2007 Management.
- Administration of network resources such as Storage Quotas, File Shares, and other Network Resources, plus additional housekeeping duties.

Kenure Developments Ltd.   - **Jan 2004 to May 2007**

IT SYSTEMS ADMINISTRATOR

The main role was to support and maintain the in-house IT Infrastructure; which includes the corporate servers (UNIX and Windows), administration of the company's internal INFORMIX database, whilst also providing support for desktop pcs, and additional pc-related hardware.

Main Duties Performed:

- SCO UNIX General System Administration – Including Account Creation, Permission Settings.
- Implementation & Maintenance of the Company "Mdaemon" Mail Server.
- CAT 5 cabling of PC's and other network interfaced peripherals.

- Design & Creation of an Electronic Vendor Rating System, and an Electronic Order Acknowledgement System.

QUALIFICATIONS AND EDUCATION

- Cisco – Network Fundamentals   – **Pass**
- City & Guilds – HTML & Web-Site Design   – **Distinction.**
- City & Guilds – Oracle Relational Database Management Systems.   – **Distinction.**

Farnborough College Of Technology

HND Business & Finance Studies

- Business Information Technology   - **Distinction**
- Application Software   - **Merit**

EDUCATIONAL DETAILS

Clarendon Secondary School

- O'Levels - Computer Science B, English B, Mathematics B, History C, Physics C
- OA'Levels - Mathematics C, General Studies C
- A'Levels - Psychology C

INTERESTS

Weight-training.
Cycling.
Love of all things Botanical.
Self-hosting of personal Linux domain servers.

REFERENCES – AVAILABLE ON REQUEST