Jonathan Andrew Ward

54 Harcourt Road, Cradley Heath, West Midlands, B64 7HP
07515 009 526
jaward916@gmail.com

EDUCATION

BSc. 1st Class Honours: Computer Networks

2007 - 2011

Birmingham City University

Cisco and Microsoft certification based course with sandwich year placement

A Level Mathematics, Computing & Geography

2005 - 2007

Old Swinford Hospital School 6th Form, Stourbridge, West Midlands

EMPLOYMENT

Epicor Software UK Ltd.

Technical Consultant, UK Wide

October 2018 - Present

Following completion of all technical tracks within ERP training at Epicor and rapid progression to taking on a more lead role within the ERP architecture and installation field, I was subsequently promoted to a full Professional Services role. I strive to provide customer centric solutions in a prescriptive manner.
Day to day activities include:
* Customer relationship management on all technical aspects of ERP implementations and upgrades.
* Installation, Upgrade and Enhancement of ERP products, primarily Epicor ERP10.
* Training of end users in aspects of System Administration, ERP 10 Tools, ECM and other Ancillaries
* Go live support for ERP implementations and upgrades
* Management of internal processes for installations and ECM implementations across EMEA/Rest of World

Senior Technical Specialist, Halesowen, West Midlands

June 2016 – October 2018

This role was centered around delivering ERP Software, associated services and training to a variety of, primarily, manufacturing companies across the UK and Europe. My specific areas of expertise allowed me to develop into a lead role within the installations team, helping to coordinate all processes, documentation and international teams to help deliver consistently high-quality deployments of Epicor ERP 10 and associated products.

This role has also allowed me to present at User Group events, deliver online training courses and interact with the wider Epicor and ERP communities across the globe.

Senior Infrastructure Technician (Dot Net IT), Halesowen, West Midlands

January 2016 – June 2016

Starting out with Dot Net IT in this role allowed me to adapt my skillset, developing myself into a more customer facing, consulting role leading up to Epicor's acquisition of Dot Net IT in June 2016. My primary function in this role was to architect platforms for new implementations and upgrades of Epicor ERP Systems, but also wider infrastructure implementations across businesses. This included design, implementation and longer term support the full array of Microsoft based server technologies; Windows, Hyper-V, Exchange, SharePoint as well as Veeam, VMWare, ESET. As a Dell partner, I was also proficient in the full array of their hardware platforms including servers and storage.

Magna Interiors/ Grupo Antolin, Droitwich, Worcestershire

IT Support Analyst

April 2015 – December 2015

This role involved running all aspects of IT within this new automotive manufacturing and assembly plant. With 450 people over 200,000+ sq. ft. this was a challenging role split evenly between 2 people. The environment included HP/Cisco/Microsoft/VMWare and NetApp solutions, which must be available 24/7 to support production of luxury car components.

Day to day role involved end user "office" support of Windows based devices (including mobile) and "production" support including industrial computers, printers, Cisco networking (Copper/Fibre and Wireless), handheld scanners etc. Diagnosis and fix of all IT issues was under the remit of this role, as well as purchasing at the local/ non-project level.

Magna Interiors was purchased by Grupo Antolin on August 31st 2015, and as such I was heavily involved in the migration project to bring the plant across to the new company, with the full transition expected during Summer 2016.

Beoley Mill Software Ltd., Studley, Warwickshire

Infrastructure Manager

November 2011 – April 2015

This management role was primarily focused on providing a technology ecosystem capable of exceeding the expectations of internal and external clients. With a company ethos of providing everything in-house (where possible) this was a full-on role within a dynamic environment.
- Management of a small team of technicians responsible for everyday IT support companywide.
- Supervision of ongoing maintenance and support of legacy systems.
- Day to day role included: backups, monitoring, installs, updates and upgrades, purchasing, asset management, social media management and web (intranet/extranet) development.

Key achievements include:
- Microsoft Exchange 2007 → 2010 upgrade – in 48 hours.
- Companywide roll-out of Windows 7 (upgrade from XP).
- Development of bespoke Asset Management system (PHP/MySQL).
- Complete Server room migration.
- Purchasing/ implementation of over 20 servers.
- Rollout of over 80 laptops/desktops.
- Development of business continuity & disaster recovery plans.
- Complete overhaul of internal documentation.
- Creation of social media sites and management of content.
- Overseeing company size almost doubling over 3 years & managing technical issues associated with it.

Graduate CNC Analyst and Technical Specialist

June 2011 – November 2011

Initially starting as an analyst as part of the CNC (JD Edwards Technical) team, helping to diagnose and fix issues with client systems. Also as part of the remit of my line-manager at the time this role involved running the internal systems e.g. Active Directory, Email, VPN etc. – eventually leading to a split of departments and my subsequent management role. This role included:
- 1st - 3rd line technical support for a variety of customers.
- 1st - 3rd line support for internal users.
- JD Edwards ERP system troubleshooting & maintenance.
- Documentation of customer systems.

IBM UK Ltd., Hursley, Hampshire.

Infrastructure Specialist, IBM Innovation Centre

June 2009 – August 2010

I moved away for 12 months for this Industrial Placement as part of my degree. This role involved supporting Technical Consultants with Business Partner & ISVs who test and integrate with the IBM Hardware and Software stacks.

- Administered a network of over 750 mid to enterprise servers with Intel and IBM chips.
- Deployment of Linux and Microsoft Operating Systems.
- VPN management.
- Maintenance of core network services.
- Hardware maintenance.
- General IT support for department and wider organization.

Key achievements include:

- Built a network installation system, cutting down OS deployment times by 66%.
- Designed & planned new datacenter layout and cabling.
- Developed ties between my university and IBM as part of Academic Initiative program.

Staples UK Ltd., Merry Hill Retail Park, Dudley

Customer Associate

2006 - 2009

Senior member of very young sales team, Primary role was to advise customers and sell products in the business machines section of the store.

- Experience of selling to both consumers and business customers.
- Adept with Copy and Print center operations
- Back-office/ warehouse roles when required (cash management, invoicing, deliveries etc.)

SUMMARY OF ACHIEVEMENTS AND SKILLS

- Epicor ERP 10.1 & 10.2 Fully certified on all Technical tracks (Tools, Installs, Support)
- MIET Accreditation from The Institute of Engineering and Technology (IET)
- CISCO networking practices (CCNA/CCNP level).
- Linux and Microsoft enterprise level operating systems.
- Linux/Windows Scripting.
- MS SharePoint 2007 development and administration.
- MS Exchange 2007/2010 administration.
- Visual Basic.Net programming skills.
- Web programming skills (HTML, CSS, JavaScript, and PHP).
- VMware/Microsoft (Hyper-V)/Oracle virtualization practices.
- Hardware problem determination and solution implementation.

INTERESTS

I enjoy building websites and actively maintain a blog (www.wardnet.co.uk) which features many of my views on the IT and the wider world. I have a natural passion for technology which means I am always willing to learn something new and relish being thrown in at the deep end. Aside from this I am very keen on football, film and travelling; I have spent a lot of time in the USA over the last 10+ years.

REFERENCES

Excellent references available on request