

Michael Corrigan

LinkedIn: <https://pnz.cx/linked>
Bitbucket: <https://pnz.cx/bitbucket>

Education:

University:

Robert Gordon University, August 2011 – May 2014

- BSc Computer Science

Key Modules:

Object-Oriented Software Development / Concurrent Programming
Web Application Development with Project Management in a Computing Environment
Artificial Intelligence for Problem Solving
Operating Systems
Programming Mobile Devices
Data Networks

Work Experience:

Cyacomb Ltd., 3rd October 2021 – Present

Address:

Argyle House, 3 Lady Lawson Street,
Edinburgh,
EH3 9DR

Manager:

Kashmira Heer,
IT Manager

Job Description:

IT Systems Administrator. At Cyacomb, I played a vital role within the IT team, orchestrating seamless integration of technology with various business functions. My achievements included transitioning from an external Managed Service Provider (MSP) to an in-house IT setup, optimizing tools and processes. I ensured smooth day-to-day operations by supporting end-users and driving projects to elevate Cyacomb's technological infrastructure. Crafting robust IT policies and driving due diligence efforts, I showcased Cyacomb's tech foundation for securing further investment. I fortified Cyacomb's security stance with Microsoft Intune, Defender, and the Microsoft 365 suite, diligently addressing vulnerabilities. I also supported the company in maintaining its Cyber Essentials accreditation, upholding top-tier security standards. By streamlining procurement, I enhanced hardware/software workflows, aligning processes with budgets. My collaborative approach empowered diverse business units with tailored technological solutions.

Flexitricity Ltd., 2nd August 2021 – 30th September 2022

Address:

Mainpoint, 102 West Port,
Edinburgh,
EH3 9DN

Manager:

Neil O'Loughlin,
Head of IT & Engineering

Job Description:

IT Systems Administrator. I worked within the IT Team at Flexitricity to help and support the Engineering, Trading, Data Analysis and Operations teams and to maintain, improve, develop, and implement current and new systems for use by these internal teams as well as Flexitricity's Energy Partners and the National Grid. I collaborated with an external audit company and our parent company to mature processes, technology and systems including Disaster Recovery, Security Architecture & Operations, Threat Intelligence & Vulnerability Management, and Incident & Crisis Management, amongst others. Primarily I solved issues which slow/block the development team and process, remove system bottlenecks, implemented scalable solutions, and maintain and further development the core Flexitricity tool, the Virtual Power Plant. My team were in the process of migrating our cores services to Azure as part of making our systems more robust using Azure Managed Databases and Azure Backup. I lead the migration of one of our sister companies onto our domain and to integrate their solution with ours.

Canon Medical Research Europe Ltd., 18th July 2018 – 30th July 2021

Address:
Bonnington Bond,
Edinburgh,
EH6 5NP

Manager:
David F Gilbey,
IT Manager

Job Description:

IT Administrator – ITOps/DevOps. I joined this team during a rebuild phase after a significant outage that brought the company entirely offline for several days. Our team was tasked to re-engineer and modernise the IT Infrastructure while also allow the onsite R&D and across site collaboration to continue. I mentored our IT apprentices to help streamline their work and guide them in problem solving and technical issues. We introduced a new helpdesk suite using the JIRA Stack and ITIL practices.

I worked alongside our network engineer and IT Manager at the time to build up a new network for both users and infrastructure. I also built up a desktop client imaging solution using WDS/MDT for Windows clients. I worked on an Ansible playbook to confirm a standard Linux Server build and Client build alongside the Developer Services Lead and was the sole Linux Administrator while the company started developing on Linux, and I supported both Linux and Windows developers. I worked with teams to enable them to build software and have the tools and packages to improve productivity. I also worked on day-to-day 3rd line issues as well as work with the IT apprentices, supporting them with 2nd issues. When lockdown started, I successfully performed all of my role while remote working, including supporting new systems to allow home working such as VPNs and RDG.

Zonal Retail Data Systems Ltd., 29th January 2018 – 1st July 2018

Address:
Tanfield,
Edinburgh,
EH3 5DA

Manager:
Paul Miller,
Head of Managed Services

Job Description:

Sys Admin – Platform & Core Services. I transferred within Zonal to the Managed Services team. Instead of dealing with internal IT, Managed Services deal with customer hosted services and data. They also interact with developers and testers to create environments for production and testing. As part of this role, I was responsible for configuring and administrating Zonal's mission-critical SaaS infrastructure, as well as providing insight into the health of the services and resolving issues. I also built upon pre-existing and new automation, deployment and configuration tools and systems using PowerShell on Windows and Ansible on Linux.

Zonal Retail Data Systems Ltd., 6th February 2017 – 29th January 2018

Address:
Tanfield,
Edinburgh,
EH3 5DA

Manager:
Scott Baillie,
IT Manager

Job Description:

IT Systems Administrator. I was tasked with supporting over 500 users based in the United Kingdom, providing software and hardware support as well as maintain a complete Windows Domain environment. I performed daily checks on servers and storage as well check that our backup system, ARCserve, completed backups successfully. I managed VMware ESXi that hosted the Windows Server platform and significant applications within Zonal. I was tasked with configuring and administrating Microsoft System Center Configuration Manager, Orchestrator and Service Manager. Automation with PowerShell is a substantial part of my role as well as documenting new and existing procedures. I also worked on a project to upgrade and extend Zonal Wi-Fi infrastructure using Cisco Meraki, while also supporting and administrating it.

IBM GTS, 1st August 2016 – 3rd February 2017

Address:
Sir Ian Wood House,
Aberdeen,
AB12 3LE

Manager:
Ian Higgins,
UK Service Integration Lead

Job Description:

I was transferred to IBM to work on the Wood Group transformation project. When I first started with IBM, my role matched what I was doing at Wood Group IT Services. I still worked on day-to-day operations as a Data Centre Engineer/Linux Administrator while helping with knowledge transfer and transition/transformation. Once this had spun down, I started to move on to project work and 4th line support which meant I helped with P1s, on-call and was the final technical escalation point for operations.

Wood Group IT Services, 1st June 2015 – 31st July 2016

Address:

Sir Ian Wood House,
Aberdeen,
AB12 3LE

Manager:

JR Gautreaux,
Data Center Services Team Lead

Job Description:

Data Centre Engineer and Linux Administrator. Completed infrastructure maintenance and installation, created many scripts and tools, and dealt with day-to-day user issues via the ticketing system. I became the sole Linux Administrator when the previous admin joined the Security team, and I was given the role. From this, I began to gain a better understanding of Red Hat Linux setup and maintenance, and I started to learn about Oracle Database from a support side other than the development side I had done at university. I learn the basics of my Enterprise skills, learning how to set up and administrator both Windows and Linux systems and services. I better honed my scripting skills by learning PowerShell. I also gained experience in configuring and administering other systems and services such as Exchange, VMware ESXi, System Center. I created many tools and scripts that allowed fellow engineers to work better and to shorten projects and tasks by automation as much as possible. The Leaver Mailbox Tool was one of these tools; it enabled the Service Desk to archive user's mailboxes who have left the company efficiently. Before this, this task was done by Exchange admins and was a significant part of their daily tasks.

IT Skills:

Enterprise Software:

- | | | |
|------------------------|-------------------------|--------------|
| · Linux (RHEL, Debian) | · VMware ESXi | · Ansible |
| · Windows Server | · Nutanix | · Salt Stack |
| · Exchange | · Hyper-V | · Fortinet |
| · SCCM/MDT | · DB (Postgres, MS SQL) | · Rapid7 |
| · Microsoft Intune | · Cisco Meraki | |

Enterprise Services:

- | | | |
|--------------------|------------------------|-----------------|
| · Active Directory | · Windows File Servers | · AWS |
| · DFS | · Microsoft Azure | · SAMBA |
| · DNS/DHCP | · Atlassian | · Microsoft 365 |

Scripting/Development Solutions:

- | | | |
|--------------|-------------|----------|
| · PowerShell | · GitLab CI | · Docker |
| · Git | · Jenkins | · Bash |
| · GitLab | · Mercurial | · Python |

Certifications:

- RedHat Certified Systems Administrator (RHEL 8)
- Certified Meraki Network Operator
- Rapid7 MetaSploit Pro Certified Specialist
- Rapid7 InsightVM Certified Administrator
- Rapid7 InsightAppSec Certified Specialist
- ITILv4 Foundation Level Qualification

References:

Available on request.