

Philip S J Milne

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Personal Profile

I am dedicated and reliable known for consistently meeting deadlines and exceeding expectations. My proactive approach and attention to detail ensure high-quality results in all tasks. I thrive in dynamic environments, maintaining composure and effectiveness under pressure. I enjoy learning new things and will always try my hardest to understand and ensure that I ask questions about areas that I feel less confident in. I have gathered a large amount of experience in technology through my use of computers at home. My interest in IT started with playing games on a laptop which turned into building my own Desktop PC then finding Linux and began learning about emulation and virtualisation, which progressed to learning about automation through the use of bash scripting. Linux and Windows have also taught me a great deal about the intricacies of operating systems, particularly when viewing logs and looking into complex problems.

Technical Proficiencies

Operating Systems: Windows (Server, Desktop), Linux (Server, Desktop), MacOS, Android, iOS

Hypervisors: VMWare (vSphere, ESXi), Proxmox, Hyper-V, Oracle Virtualbox

Software: Helpdesk Ticketing Systems (TechDB, Dynamics 365), Commvault, Bacula, Office 365, Cloudflare (Domains, DNS), MxToolbox, Grafana, Proton (Mail, Drive, Pass, VPN), LAMP (Linux, Apache, MySQL PHP-FPM), Nginx, cPanel, Plesk, Bash / Batch, iDrac, iLo.

Hardware: Desktops, Laptops, Servers, Mobiles, Tablets, Routers (Ubiquiti, Pfsense, Draytek, TP-Link) Switches (HP, Ubiquiti) Wireless solutions (TP-Link Omada) NAS (Synology) LAN Connectivity

Career Experience

ANS Group Ltd
Technical Apprentice (Tier 1) September 2022 – March 2024

Served as an initial point of contact for clients raising tickets, investigating the incident or request through the ticket or on the phone where possible, if the ticket cannot be resolved by myself through research, documentation or discussing with colleagues I would then escalate the ticket ensuring that the client is kept fully up to date throughout this process. Whilst assisting with client queries, I also monitor our dashboards for automated incident alerts and respond to these accordingly.

My day-to-day responsibilities include hardware monitoring alerts, responding to backup failures, monitoring alerts such as URL monitoring using text matching, ping and port monitoring. I have also been trained in CMP's (Change Management Process) which outlines detailed steps for work preparation, work scheduling and rollback procedures. Often CMPs are written for hardware maintenance such as drive replacements ram replacements and other maintenance. In this role I also had two weeks of work experience with our data centre team assisting in ram and hard drive swaps as well as tape replacements and racking new servers.

As I progressed through my apprenticeship, I took on more responsibilities such as securing servers I completed software updates and kernel upgrades to ensure that all services were running the latest

security patches. On client's servers we also review the installed applications and liaise with technical contacts to advise on the implications of end of life (EOL) or unpatched software.

ANS Group Ltd
Technical Analyst (Tier 2) March 2024 – Present

Continuing the work from my previous role, I have also been involved in some major projects to improve service to our clients including the most recent project to upgrade our backup servers to a more reliable version of our backup software to ensure that clients backups are running successfully and to ensure that tickets aren't being raised unnecessarily. This also includes decommissioning servers if they are not needed and establishing connections to new backup servers over the backup network.

I have been involved in putting together and running training sessions with my colleagues for new apprentices ensuring to answer any questions they may have. The most recent training session I have done with the apprentices is Linux 101, where I described how to most efficiently access and troubleshoot issues with Linux servers. Leading on from training the technical apprentices, in my Tier 2 role, I also work on calls and tickets escalated from our 1st line team to our 2nd line team. The role is quite varied and can include backup / restores, assisting in the writing of CMPs, configuration of Apache, Nginx, MySQL, PHP-FPM as well as any issues which 1st line look after.

Education

GCSE

St Nicholas Catholic High School, Northwich, 2017 – 2022

Grade 5 – 3 GCSEs

Grade 4 – 5 GCSEs

Professional Training

Telephone Support Training

UK Government Security Clearance

Qualifications

Plesk Obsidian Associate

Information Communications Technician Level 3 – Distinction

Cisco – Operating System Basics

Cisco – Computer Hardware Basics

Cisco – Introduction to Cybersecurity

AZ-900

Achieved Grade 5 Clarinet

Currently Studying for the LPIC-1