



CONTACT INFORMATION:

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Location: Biggleswade, Bedfordshire

WILLIAM SALE

WORK EXPERIENCE:

SERVICES PROJECT MANAGER

Digital Media Technology(Mar 2025 – Current)

Overseeing projects through all phases of the contract lifecycle
Maintain positive and professional relationships with customers, acting as a trusted point of contact and ensuring expectations are met or exceeded
Coordinate the continuous improvement plan, including ISO27001, ISO9001, ITIL, and SOC 2 compliance
Track actual performance against Key Performance Metrics using data analysis
Continuously develop and update documentation to support process improvements and maintain best practices
Linux server administration.
Successfully identified company pain points and potential cost-saving areas, leading and implementing the following projects:
Rolled out Onetimesecret to enable secure credential sharing
Implemented self-hosted Vaultwarden as a free internally hosted password manager
Deployed Theopenemfor efficient bulk imaging of machines
Take a hands-on approach to project delivery, ensuring commitments are met while maintaining high standards of documentation, accountability, and operational efficiency.

TECHNICAL SPECIALIST

Virgin Money(April 2022 – April 2024)

Sysadmin of Okta across 3 sperate environs (dev, test and production)
Project managing implementation and decommission of apps in Okta
Management of Okta Agents (patching and troubleshooting)
User Lifecycle Management: provisioning, deprovisioning, and managing access rights based on roles and responsibilities
Implementing and managing single sign-on solutions
Configuring and managing multi-factor authentication policies to enhance security
Developing training materials and documentation for end-users and administrators

IT PROJECT ENGINEER

Cera Care(February 2021 – April 2022)

Sysadmin for Google Workspace & Okta estate of 1200 users
Expert at using GAM (Command line interface for Google Workspace)
Management of DNS at AWS (Route53)
Project lead on researching and implementing a remote desktop solution
Implementation, rollout and management of remote desktops on Amazon Workspaces
Project lead on researching and implementing an IAM solution
Implementation, rollout and management of Okta to 1200 users
Setup of Apps in Okta using SSO
Implementation of Okta workflows to automate user onboarding and offboarding to reduce Helpdesk workload
Project lead on migrating acquired businesses to our IT systems
Scoping out businesses systems, documentation of and migration
Migration of users, email, data and applications to Google Workspace
Migration from MS Server, Exchange on prem and Office 365 to Google Workspace and other saas solutions
Management and deployment of mobile devices via Maas360 and Google BYOD policies



PERSONAL PROJECTS

Thetecwizard.co.uk
Bodymechanixharpenden.co.uk
moneymechanix.co.uk

WILLIAM SALE

WORK EXPERIENCE:

SENIOR INFRASTRUCTURE TECHNICIAN

Trust Networks(September 2020 – January 2021)

- Management and support of Debian, Centos, Ubuntu Linux Servers
- Management and support of Apache web servers
- Build and setup of servers using Hyper V hypervisor
- Management and support of 300 remote machines across different clients
- Project Management and overseeing projects
- Management and support of Windows Servers 2012/2016/2019
- Management and support of machines via Kaseya
- Migrating client services from external vendors onto our platforms
- Monitoring of internal and client services and proactively fixing
- Onsite support and building of Servers, Desktop PCs, Laptops and thin clients
- Installing and removing hardware from the Datacenter
- Patching cabinets
- Mentoring and training new staff
- Onsite support for clients when needed
- Quoting clients for hardware or work needs

SENIOR TECHNICAL CONSULTANT

Nimbus Hosting Hertford(September 2016 – September 2020)

- Experienced in using Linux CLI
- Support of IIS, Apache, Litespeed and Nginx web servers
- Administration of MySQL, SQL and MSSQL databases
- Build and setup of servers using Xen & XCG-NG hypervisors
- Management and build of 100+ CentOS5/6/7, Ubuntu 16.04/18.04
- SSLs (Linux, Windows, installation, ordering and troubleshooting)
- Primarily working with LAMP/LEMP stack
- Building load balanced solutions (LB, Primary/Secondary servers)
- Building Mysql Replication (Primary/Secondary servers)
- Troubleshooting website issues (code (PHP)or server related)
- Project Management and overseeing projects
- Management and build of 100+ Windows Servers 2003/2008/2012
- Plesk, WHM, WHMCS and Base server builds / support
- Incinga and NAGIOS knowledge
- Management of tickets via WHMCS & Freshdesk
- Migrating client services from external vendors onto our platforms
- Monitoring of internal services and proactively fixing
- Onsite support and building of Windows PCs and Macs
- Building HP servers, Physical and virtualised
- Installing and removing hardware from the Datacenter
- Internet Services: DNS, Mail, Web, TCP/IP
- Website & server optimisation
- Mentoring and training new staff
- Domains (renewal, registration, troubleshooting)



WILLIAM SALE

WORK EXPERIENCE:

IT SYSTEMS ADMINISTRATOR

Samuel Whitbread, Clifton (September 2014 – September 2016)

Deskside support for Staff and students (1000+ users)
Management of Windows Server 2003, 2008, 2012 and server builds
Running Network cabling and patching ports Maintenance and upkeep of 600~ Desktops, 200~ laptops and 150~ Chrome based machines
Maintenance and upkeep of Projectors and Interactive Whiteboards
Administration of VLANs across all network hardware
Administration of Ruckus Wireless & APs (Whole site coverage)
Administration of Office 365 (setup of user accounts, permissions and licensing)
Supporting Office 2010, 2013 & 2016
Active Directory Administration (New user setup, Permissions, etc)
Creation of Group Policies and Maintenance
Creation of System images and rollout (Windows Deployment Service, Microsoft Deployment Toolkit)
Powershell scripting
Administration and rollout of SIMS via Solus3
Maintenance and administration of Hyper V Cluster
Project Management and overseeing projects
Training and mentoring of new team members & managing/training two apprentices
Windows 7 & 10 support

IT SYSTEMS ADMINISTRATOR

Finlays Flowers LTD, Sandy (August 2012 – August 2014)

Managing and running Backups using tape media for all servers on site and cataloguing them (Symantec Backup Exec)
Management of Windows Server 2003, 2008, 2012 and server builds
Managing all Konica Minolta & Xerox Printers on site
Print server management
Deskside support of 100+ users locally and remote support of other sites
Remote and in person management of site based in Holland
Setup and maintenance of Citrix Application Services & Servers
Management of Firewall and Antivirus (Sophos)
Running network cabling and patching ports
Windows XP, 7 & 8 Support
Management of Toshiba Thermal Printers
Maintenance and setup of Cisco VOIP system
Management, maintenance and setup of Stanley Door Card Access system
Management of Hyper V Cluster
Management of local 2012 Exchange server
Conversion of physical servers to virtual

PERSONAL STATEMENT:

"The world of computers is growing at an un-recordable rate every day, computers are the most influential tools in our lives, they are our present and future." In my opinion nothing on the planet can measure the exponential growth and excitement in the tech industry. This is the industry I want to be a part of, forever moving forward and creating/utilising the newest and best technology to deliver solutions for clients. I have a thirst for knowledge and love a challenge, I'm looking for my next role to further expand my expertise and challenge me.



HOBBIES & INTERESTS:

I play Rugby as part of my local club, I've played Rugby at club level since I was 14. I love playing as part of a team and the physical challenge of the sport. I have quite a few hobbies as I honestly like to try my hand at anything and will try to master anything that I do take on. A few of the hobbies I have includes; Airsoft, Go karting, Rounders, Obstacle Course races, Rugby (Union & League), Board Games... The list goes on.

For 2021 I have taken up Viking age sword fighting (Full contact, Eastern style & Western). I have done a couple of events in the UK already performing in front of large crowds and starred in a music video with Amon Amarth

FREELANCE WORK:

thetecwizaard.co.uk

Setup and management of Office 365 (setup of user accounts, permissions and licensing)
Setup and management of G suite (setup of user accounts, permissions and licensing)
Building of sites in html, PHP, Wordpress, Magento and other CMS
Building hardware to spec and deployment to client sites
Setup up of Network hardware (Wireless APs, Switches, POE and VLANs)
Full site audits and documentation

WILLIAM SALE

SENIOR IT ADMINISTRATOR

Plan-net, London (August 2011 – August 2012)

Active Directory (Password resets, Permissions, Folder permissions)
Remote support for Laptop and Desktops
Windows 7 troubleshooting and support
Active Directory administration of VPN hardware authenticators
Outlook 2007 support
Filesite / Worksite with EMM integration troubleshooting and support (Document management system)
Deskside support: Settings up new HP desktops, fixing faults, upgrading parts, setting up HP laptops and maintaining HP LaserJet Printers
Application management (Deploying software remotely, manually installing software via RDP or in person)
Office 2003 support (Word, PowerPoint, Excel and Publisher)
Workshare Professional support / troubleshooting
Management of Hornbill Ticketing system
Training and mentoring new team members
Digital Dictation (BigHand) support and setup

SENIOR HELPDESK TECHNICIAN

Fujitsu, Stevenage (July 2009 – August 2011)

Remote support for laptop and desktops
Windows XP troubleshooting and support
Network troubleshooting and support
Cisco VPN Support (Broadband/Dial-up) Vodafone VRSA Wi-Fi, 3G, dial-up and Broadband support
Office 2003 support (Word, PowerPoint, Excel, Publisher and Outlook)
Mentoring and supporting other team members
Logging calls into TFS (Triole for Services ticket system)
LEAN training (Managing meetings and presenting)
Livelihood troubleshooting and support (Document management system)

ACADEMIC BACKGROUND:

ZENOS IT ACADEMY

Stevenage (September 2008 – February 2009)

Comptia A+
IT NVQ Level 3
MCDST (Microsoft Certified Desktop Support Technician)
ADITP (City & Guilds Advanced Diploma for IT practitioners)

PERSONALLY OBTAINED QUALIFICATIONS

Present

Okta Certified Administrator
Google Project Management Professional Certificate
Plesk Onyx Professional
NGINX Fundamentals
Google Certified Admin
SIMS Technical Essentials: Technicians