


## Mr Zoltan Nagy

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### Summary

Experienced and high-energy, confident middleware software specialist, who has a proven record of installing, configuring, migrating, tuning and managing complex systems. Lived and worked abroad, developed a keen sensitivity to people from diverse cultural background. Enthusiastic team player; supporting and mentoring colleagues. Highly organized and always act professional. Energetic self-starter, works well independently or on a team. Good face-to-face and documenting skills, excellent time keeper, reliable and honest.

In 2016 I started offering Middleware consultancy services as a freelance consultant worldwide. Please visit my website for the services I offer.

### Key skills

- ⇒ 10+ years Administration of IBM WebSphere Application Server and IBM HTTP Server v5, v6, v6.1, v7, v8, v8.5. Incident/Change and Problem Management Systems (IBM ManageNow!, Footprints, ServiceNow, BCM Remedy). Troubleshooting and performance tuning (hung threads, OOM). Security configuration, SSL/TLS certificate management. Infrastructure monitoring using Wily IntroScope and Nagios. 24X7 production support, working with IBM support on PMRs using ISA. Version and product migration.
- ⇒ 4+ years Administration of network, operating systems, hardware-software.
- ⇒ 3+ years Administration of IBM Process Server v6.0, v6.1, v7 and IBM Portal v6.0, v6.1. Administration of IBM Lotus Connections v2, v2.5 and v3.1, Sun Java Webserver, IBM TAM/LDAP. Desktop Support / System Administrator.
- ⇒ 2+ years Administration of RedHat Jboss Application Server and TomCat. WebSphere Liberty, WebSphere MQ v7 and v8
- ⇒ Java J2EE, XML, IBM Tivoli Directory Integrator v6.1 and v7, IBM TAM, IBM Lotus Notes, AIX and Linux, Windows, IBM Lotus QuickR v8, Vmware ESX, Antivirus and Firewalls configuration, Active Directory, Bladelogic Automation, Evolgen, IPCenter, CyberArk, Chef,

## Employment history

### **The Co-operative Group Limited (Manchester, UK, 01/2017 – ) - Middleware Technical Design Lead. Contractor.**

- ⇒ In this short term assignment my role was to learn, review, analyse, plan and redesign a middleware infrastructure and produce a Mid-Level Design document. I analysed options for relocating a Middleware server farm to a new data center. Also completed a detailed health check on the Middleware components and based on the result, proposed a plan for migrating WAS, MQ, IHS and DB2 to a supported version. This plan included an estimated budget and time for the migration completion and best way to accomplish.
- ⇒ Main responsibilities:
  - Completed a Middleware Mid-Level Design for components of WAS, MQ, WMB and including C:D, Edge LB, DB2
  - Maintained the product roadmap and represented Middleware on meetings with architects
  - Communicated effectively with stakeholders and all other technical team contact to gather information for my MLD document, ensuring the design meet with standards
  - Assessed and communicated technical risks to the business
  - Collaborated with colleagues within all technical areas (networks, Storage, Unix, Databases. Wintel, Citrix, database, and Middleware) ensuring technical architects have a design they can work with and design and build activities can proceed efficiently
  - Estimated effort for infrastructure design including licencing cost
  - Proposed a future proof of concept; technical design of the migration of aged Middleware components including WAS, MQ, IBM HTTP Server and DB2. Reviewed options for manual and automated migration, estimated a budget.

### **Clydesdale Bank and Yorkshire Bank PLC (Glasgow, Scotland, 09/2016 – 01/2017) – WebSphere Technical Specialist – WAS & Siebel Team. Contractor.**

- ⇒ As member of the middleware team, I provided a general WAS technical support for projects including: building new clusters, JVMs, migrating WAS v6 to V7. Completing Cell “lockdown”, deploying applications.
- ⇒ Main responsibilities:
  - Set-up of application & ownership of environment. Deployment of custom code
  - Application maintenance and housekeeping
  - Technical Shakedown & Project Support, Review project inputs
  - Build and Configure (Cells, Clusters, JVMs). Back-up and restore profiles, applications
  - WAS and IHS version migration
  - Environment defect resolution (1st Level), Identification and escalation of risks and issues
  - Give technical support to Environment Services Coordinators, Test Leads & Release Managers advising on best practice, project requirements and environmental constraints. Using Kanban scheduling system.

- Work with Engineering Rooms and Service Provision teams to ensure best practice within technical area.

**Barclays Bank PLC (Knutsford, UK, 01/2016 – 09/2016) – PaaS Middleware Application Hosting SME – PaaS Technical Assurance Team. Assistant Vice President - IT5.**

⇒ In the new “Lean and Agile” model I worked in the Technical Assurance team as part of DevOps support model. I used JIRA (Kanban) board and ServiceNow as our main toolsets for coordinating the workflow daily.

⇒ Main responsibilities:

- Planning, testing, coordinating the Sha-1 certificate migration to Sha-2 at the bank along with SSL > TLS migration.
- Testing and integrating various new tools into the Bank in Middleware: IPCenter, Evolgen, Chef
- As a WebSphere SME at the bank, helping customers and colleagues with resolving various WebSphere related issues. Planning and coordinating key migrations with the vendor in order to reduce cost (WebSphere ND -> Liberty Core).
- Renewing cross-cell private certificates used by multiple production systems on WAS, IBM HTTP Server, Tomcat and iPlanet webserver.

**Barclays Bank PLC (Knutsford, UK, 07/2012 – 01/2016) – Middleware Infrastructure Specialist – Service Delivery Team. Assistant Vice President - IT5.**

⇒ In this job role I provided Level 2 technical support in the Middleware Service Delivery team. As a Middleware Infrastructure Specialist within Global Infrastructure & Technology Services (GTIS) I was part of the larger Middleware support function that covers all the internal and external customer facing applications (focusing on middleware components) across 20 countries. I was responsible for the implementation of changes to the components of live infrastructure, the maintenance and/or enhancement of systems and the completion of tasks ensuring customer needs are met.

⇒ Main responsibilities

- Proactively monitor and deal with the incident queues, and provide analysis around any problems that arise from incident support. Deliver high quality incident resolution to Barclays’ standards, policies and procedures. Attend conference calls on high severity incidents, dealing with senior technical and Business stakeholders to influence and direct discussions to minimise mean time to recovery.
- Provide live systems support, including monitoring, patching and fixing any issues, involving coordination with other technical teams and interaction with Service Level Managers.
- Outside of standard business hours, provide a 24-hour on-call service on a rota basis, delivering both planned change activity and resolving high severity incidents across a number of Business critical systems.

- Undertake root cause analysis to deliver resolution to problems and recurring faults. Advise and recommend technical solutions based on experience and industry knowledge.
- Involvement in BAU change activities, ensuring these are scheduled and resourced appropriately; and the correct level of technical information is available to ensure successful implementation.
- Ongoing review, QA and influence of internal processes, technical implementation approaches, standards and component-level build processes.
- Ensure the team are operationally equipped to provide effective service/component monitoring, live support and incident recovery
- Monitoring expiring SSL certificates, planning and implementing the renewal on various technologies.

### **Avnet (Formerly Ascendant Technology Ltd) (Worcester, UK, 01/2010 to 06/2012) – Support Analyst, Service Desk Technical Specialist**

- ⇒ [Avnet Services](#) (formerly Ascendant Technology) is a global solution provider focused on IBM technology. An IBM number one premier business partner in the UK and worldwide. Open Logic Solutions -where I started to work- has merged with Ascendant Technology (Atech) and Atech has merged later with Avnet Services. Ascendant Technology is a leading provider of end-to-end web-based solutions to enterprises worldwide and now part of an even larger global organization called Avnet.
- ⇒ Provided Level 2 Middleware technical support. The company`s service desk designed to keep the customers` IBM infrastructure running smoothly. Pro-active tasks were monitoring and active maintenance, fix packs and patching capabilities, root cause analysis / issue trend analysis, documentation, pre-support on-site audit/health check/review.
- ⇒ Implemented and customized a monitoring infrastructure based on the free Nagios software
- ⇒ Designed, implemented, configured and documented the Atech Intranet site migration from Lotus Connections 2.5 to the latest version of v3. This project involved a new environment buildup on RHEL (DB2, TDS, TDI, WAS, LC, WP, IHS) and content, customized settings migration from CentOS. About 1000 users use this site daily.
- ⇒ Main customers I have worked for: University of London, BBC, Toyota GB, Logicalis, Compass Group, Emap, Skins, Cardiff University, Bradford City Council, Bauer, Unum and internal infrastructure support worldwide at Ascendant Technology
- ⇒ Participated in IBM Software Value Incentive (SVI) program with studying new IBM software technologies and completing certification exams. IBM's SVI program is an incentive program for IBM Business Partners. SVI is designed to reward you for the role you play and the value your business brings. As a result I have passed on 12 IBM certified exams.

### **Ryness Lighting and Electrical Ltd (London, UK, 11/2008 to 12/2009) – IT Manager**

- ⇒ A general electrical supplies company since 1961 with 19 shops, based in London
- ⇒ Primary purpose of this role was to be responsible for maintaining all computerized (and phone based) system functional. Providing first, second and third line support of IT hardware, software and networks (LAN,WAN, VPN) for 120 users

- ⇒ Maintained antivirus and spam protection on desktops and servers
- ⇒ Planned, developed and managed the IT budget, ensuring competitive pricing from suppliers and cost effectiveness
- ⇒ Scheduled upgrades and security backups of hardware and software systems

### **IBM Delivery Centre Central Europe (Szekesfehervar, Hungary, 01/2007 - 07/2008) – WebSphere Application Server Administrator**

- ⇒ Supported IBM internal servers with WebSphere Application Server v4-v5-v5.1-v6-v6.1, Process Server 6-6.1, Versata Logic Server, IBM HTTP Server on AIX and Windows
- ⇒ Installed and configured new WAS instances, deployed business critical Enterprise Applications, Security, data sources, LDAP configuration, problem troubleshooting and solving, technical documentation to the team
- ⇒ Attended on a two months technical training in Portsmouth, in IBM North Harbour Head Office in the summer of 2007
- ⇒ Busy 24/7 support, using of IBM ManageNow! Problem and Change management system

### **Professional certifications**

#### **IBM Professional certifications**

IBM Certified System Administrator - MQ V8.0 (In-progress in 03/2017)

IBM Certified System Administrator - WebSphere Application Server ND V8.5.5 and Liberty Profile (2016 February)

IBM Certified System Administrator - Connections 3.0 (2012)

IBM Certified Deployment Professional - WebSphere Process Server V7.0 (2011)

IBM Certified System Administrator - WebSphere Application Server ND V7.0 (2010)

IBM Certified System Administrator - IBM WebSphere Portal V6.1 (2010)

#### **Other**

Certificated ITIL Foundation in IT Service Management (2010)

IBM InfoSphere Information Server Technical Professional v1 (2011)

### **Professional education**

- ✓ March 2017 IBM MQ v8 Advanced System Administration (ZM212)
- ✓ February 2017 IBM MQ v8 System Administration (ZM207)
- ✓ January 2014 Redhat JBoss 6.2 Administration (JB248)
- ✓ February 2013 IBM Tivoli Access Manager 6.1.1. Deployment and Administration
- ✓ January 2013 IBM WebSphere Application Server v6.1 Scripting and Automation (WA661)
- ✓ June 2012 Transition to WebSphere Application Server V8 for Administrators (ZU801)
- ✓ May 2012 IBM WebSphere Application Server V7 Scalability and High Availability (ZA615)
- ✓ May 2012 WebSphere Application Server V8 Overview (ZU800)
- ✓ April 2012 IBM WebSphere Application Server V7 Performance Tuning (ZA715)
- ✓ March 2012 - IBM WebSphere Application Server V7 Performance Tuning (ZA715)
- ✓ July 2011 - Administration of IBM WebSphere Process Server V7 (ZB722)
- ✓ March 2010 - ITIL V3 Foundation in IT Service Management
- ✓ March 2010 - IBM WebSphere Application Server V7 Administration on Windows (WA370)

- ✓ June 2010 - Administration of IBM WebSphere Process Server V6.2 (ZB221)
- ✓ August 2010 - Technical Introduction to IBM WebSphere MQ (ZM100)
- ✓ December 2010 - Test 955 IBM WebSphere Portal 6.1 Deployment and Administration Certification Preparation Course
  
- ✓ 2007 - Administration of WebSphere Application Server v.5.1,
- ✓ 2007 - Transition to IBM WebSphere Application Server v6 for Administrators,
- ✓ 2007 - WebSphere Application Server v6 Advanced Administration,
- ✓ 2007 - Installation and Administration of WebSphere Process Server v6,
- ✓ 2007 - IBM WebSphere Transformation Extender v8.1 Fundamentals,
- ✓ 2007 - IBM WebSphere v6 Performance Monitoring and Tuning for Administrators,
- ✓ 2007 - Lotus Notes 7 Basics, Windows 2003 System Administration I-II.,
- ✓ 2007 - AIX 5L Basic System Administration I-II.

## Education

Computer Science Engineering Assistant, Technical Degree, St Gyorgy Technical College, Budapest, Hungary, 2006

B.S.C. Computer Engineering, University of Dunaujvaros, Hungary, 2005 (did not graduate)

A level / Grammar School Diploma, Jozsef Hajnoczy Grammar School, Tiszafoldvar, Hungary, 2000

## Language

Native language: Hungarian

Other language: English (Fluent)

## Work permit

Origin from Hungary, which is member of EU since 2004.

12/2008 - Accession State Worker Registration Card (UK)

04/2011 - Permanent Residency Registration Certificate (UK)

## Additional information

Married and have no children.

Having a clean British Driving License for 4 years.

Available after my 2 weeks' notice.