

Daniel S. Kennedy

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Skills

Administration: Experienced in both Linux & Microsoft Windows administration. Able to manage Active Directory & LDAP-controlled domains. Experienced in managing DNS (BIND 9), NFS, load-balanced MySQL & Apache 2 (through Perlbal) installations. Experience working with medium-to-large networks (600-750 users). Experienced in ticket-based issue resolution and bug-tracking systems. Experienced in both telephone-based and face-to-face issue resolution and troubleshooting.

Development: Experience with C# and Perl, some experience with PHP and Haskell. Knowledge of SQL. Knowledge of the bourne(again) shell.

Software: GNU/Linux (Debian, Redhat & Gentoo), Microsoft Windows (XP & Server 2003), Apache 2, BIND 9, Exim, Squid, Perlbal, Xen

Inter-personal/Communication: Establishing communication with customers to accurately assess and satisfy their needs. Communicating ideas and bringing them to fruition, i.e. establishing the photographic society at university and recruiting members.

Miscellaneous: Full UK driving licence, good team player, able to respond calmly under pressure, friendly and patient manner.

Education**• The University of Hull**

Kingston-upon-Hull

- Certificate of Higher Education (Computer Science), pending transfer to The Open University to complete degree studies part-time on an evenings-only basis
- Computer Science Student Representative
- Founder of the Hull University Photography Society
- Systems Administrator & Maintainer, FreeSide Project
 - * The FreeSide Project is a student-run Linux project, providing a wide variety of services to its users at the University of Hull. Among the services provided to users are clustered MySQL databases & web-hosting, virtual machines and shell access. In my role as one of two systems administrators it was my responsibility to maintain the FreeSide network and implement new features are requested or required. During my time there I laid the groundwork for a new virtualisation system using the open-source Xen software and increased the number of nodes in the MySQL & Apache clusters.
- Student member of the British Computer Society

- **Stapenhill Post 16 Centre** Stapenhill, Staffordshire
 - A-level English Literature (2006)
 - AVCE Information & Communication Technology (2006)
 - AS-level Media Studies (2005)
 - AS-level Government & Politics (2006)
 - HP IT Essentials (2006)
 - President of the Debating Society
 - Developed the website, installed and maintained the web server
 - Acted as Systems Administrator while centre management recruited a permanent replacement

- **Robert Sutton Roman Catholic High School** Stapenhill, Staffordshire
 - 11 GCSEs, 8 A-C grade including Mathematics & English

Work History

- **Customer Service Assistant** August 2008 - June 2009
 Sainsbury's Supermarkets Ltd. Matlock, Derbyshire & Kingston-upon-Hull, Yorkshire
 - Gained experience working in extremely busy and high-pressured environment, exceeding the targets expected of me
 - Provided excellent customer service, maintaining a professional demeanour at all times
 - Trained in handling cash
 - Utilised knowledge of stock to provide solutions to customer queries and suggested alternatives where no product was available

- **IT Technician** September 2006 - August 2007
 Granville Community School Woodville, Derbyshire
 - Maintained both the curriculum network & administrative network
 - Interfaced with both students and members of staff to ensure a functional and reliable learning environment was available
 - Installed and configured new hardware to an existing workstation specification
 - Deputised for the Network Manager when required
 - Developed the website, installed and maintained the web server
 - Installed new cabling and network equipment
 - Operated audio-visual equipment for assemblies & other events within the school
 - Acted as a 'first port of call' for any support requests from both students and staff
 - Worked as an in-house photographer for the school

References

- Available on request