David Lee

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Background: I started my IT career at the age of 17 at Allen International, a very demanding international design consultancy that gave me a solid foundation of good working ethics and motivation. In 1999 I began work as the sole IT support for Bright Star Publishing (Midsummer group) a business with over 100 employees and three offices in West London, eventually become IT Manager in 2002. In 2004 the business shrunk to around 40 employees, and with the reduction in workload I took the opportunity to begin my own business, All Graphics IT Ltd providing IT Support. Since then I have managed dozens of projects and currently look after many companies at various levels. I have an excellent track record in ensuring that the demands of these businesses are met and feel that I have an excellent understanding on the commercial viability of business practice in workflow and computer systems. I am forthcoming in sharing my knowledge and receive great satisfaction when that knowledge is put to good use.

Professional Experience:

IT Consultant, Senior Engineer & Director　　　　　　　　　　　January 2005 to Present
All Graphics IT Ltd　　　　　　　　　　　　　　　　　　　　　　　　　　Greater London

Client Examples:

Midsummer Books
(Book and Partwork Magazine Publisher)
- Using FileMaker Pro I created an Asset Management database that now handles 140,000 images and 40 million words of text.
- Managed project to bring industrial printer ready reprographics services in-house.

Summertime Publishing / International Masters Publishers
(Continuity Publisher)
- Merged Summertime computer services into IMP network.
- Provided support for Video Editing department.

Allen International Consulting Group
(Design Consultants)
- In 2008 I planned and implemented replacement network and servers. At the same time I also implemented new workflow practices.

SCG London
(Design Consultants)
- Installed brand new office with cabling, power, communications, new network and servers.

Support Plan
(IT Service Company)
- Setup AquaConnect Terminal Server for Institute of Directors.
- Rebuilt server for Procter and Gamble.

Viewdata
(IT Service Company)
- Rebuilt Server and Network for Sailing Today Magazine.

Direct Wines
(Mail-order Wine seller, Mailings Department)
- In 2010 I managed and implemented upgrades of Mac hardware and software with integration into the Active Directory and upgraded Extensis Font Server (UTS). Included training of PC support staff setting of standardisation with US and AU offices.

Continuo Creative
(Partwork and Book Publisher)
- Installed new network, servers and communications systems for this newly formed company.

IT Manager   September 2002 to January 2005
Bright Star Publishing Plc   Hammersmith, London

Weekly partwork magazine publisher. Responsible for all networks and servers. Training of new users and backup administrators. All purchasing and infrastructure decisions.

- Migrated organisation away from ISDN to ADSL, SDSL and FTP.
- Setup brand new office with new Cat5 structured cabling, power and telephones. Organised and completed merge of two networks to create one for 45 users.
- Network disaster recovery project after an entire office was flooded as a result of a major burst water main. Around 30 people were relocated overnight by a small team and were up and running the next morning, included hardware repairs, replacement computers and project data moves to different servers. Followed closely by two subsequent organised office moves.
- Established WAN via wireless networking of two buildings 400m apart in different streets.

IT Assistant   May 1999 to September 2002
Bright Star Publishing Plc   Hammersmith, London

IT Support for over 100 employees spread over three offices in West London. Troubleshooting Quark and Adobe software and moving staff between projects. I also maintained backups and was responsible for in-house hardware repairs.

IT Support Officer   November 1997 to May 1999
Allen International Consulting Group Ltd   West Kensington, London

Providing day-to-day assistance on all IT related issues for 45 users. Maintained file server and email server and backups. Dealt with all IT related issues including purchasing.

- Created FileMaker Pro courier and taxi booking database that was used up until 2004.
- Rollout of company wide email system expanding from only a handful of users.

Office Junior   March 1997 to November 1997
Allen International Consulting Group Ltd   West Kensington, London

This demanding position involved assisting all staff with various tasks like typing and photocopying, as well as dealing with reception, post, filing, ordering of stationary and general office maintenance.

Sales Assistant   September 1995 - November 1997
Safeways Food Stores Plc   Fulham, London

Part time at 18 hours per week whilst at school. Performed usual supermarket work including portering, shelf stacking and cashier work.

Education and Training:

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1 x MCSE MS NT 4 Core Technologies Course.
1 x GNVQ Level 1&2 IT.
9 x GCSEs from Salesian College, SW11.

Skills

Personal: I have organsised more than a dozen office moves and have handled dozens of projects. For many projects I have communicated with staff the changes in workflow as well as the computer systems and have worked closley with teams to make sure changes are handled smoothly.

My organisational skills are sound. I have experience in training staff and of managing a team of scanning operators. I have also experience in managing the staff of my clients and their suppliers for projects that I am handling.

With a lot of my work being with designers and publishers I am always very conscious of deadlines and always make sure services and systems are highly available and any projects that I run are on time and non-disruptive.

Technical: I started using PCs in around 1993 with an Amstrad PC1640 that was rescued from a skip. My uncle loaded it up with the latest MS DOS with a handful of applications. I used MS DOS on a daily basis and have used most Windows OSs since.

Most of my working life has been for creative companies in design and publishing so my technical skills are based on Macintosh systems. As most of these companies are small businesses I have often been the sole technical adviser so I have developed a broad knowledge of a range of technologies.

Technologies

★★★★★ = Expert   ★ = Basic

	Using	Support	Setup
• Mac OS 7 – 10	★★★★★	★★★★★	★★★★★
• Mac OS Server 7 – 10.6 AFP, SMB, iChat, DHCP, DNS, Open Directory, VPN, NetBoot, Software Update, Apache	★★★★★	★★★★★	★★★★★
• Xserve, Xserve RAID, Promise RAID and other brands.	★★★★★	★★★★★	★★★★★
• Windows Server NT, 2003, 2008 Can setup basic server with AD and Mac support. Generally know my way around and comfortable with File Sharing, DHCP and DNS.	★★★	★★★	★★★
• Mac Active Directory Integration	★★★★★	★★★★★	★★★★★
• Rumpus FTP/Web fileshare	★★★★★	★★★★★	★★★★★
• Microsoft Office Mac/PC	★★★	★★★★★	★★★★★
• Windows XP, Vista, 7	★★★★★	★★★★★	★★★★★
• FileMaker Pro/Server 4 – 11 Includes FileMaker development.	★★★★★	★★★★★	★★★★★
• Applescript	★★★★		
• Adobe Creative Suite	★★★	★★★★★	★★★★★
• iWork	★★★★	★★★★★	★★★★★
• iLife	★★★★	★★★★★	★★★★★
• Final Cut Studio	★★	★★★★★	★★★★★
• VMWare Fusion/Parallels	★★★★★	★★★★★	★★★★★
• Linux	★★	★★	★★
• Retrospect	★★★★★	★★★★★	★★★★★
• Quark Xpress (incl. QLA Server)	★★★	★★★★★	★★★★★
• Suitcase X11 – Fusion 2	★★★★★	★★★★★	★★★★★
• Extensis Universal Type Server and Client	★★★★★	★★★★★	★★★★★
• Font Agent	★★★★★	★★★★★	★★★★★
• Linotype Font Explorer	★★★★★	★★★★★	★★★★★

• HTML, PHP, MySQL, ASP
Working knowledge of HTML and PHP. Good understanding of MySQL and ASP.