

Craig Smedley

Senior Systems Architect and Network Analyst

Senior Partner, Tsunami.ca, 2001 – present

Contact information

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Skills

- IT strategy and architecture
- IT infrastructure design and integration
- IT generalist
- Project leadership and management
- Business and system analysis
- System support and optimization
- Budgeting and project proposals
- Creation and documentation of policies and procedures
- Technical training and user support
- Vendor and client relations management

Project Experience

Client: Finning Canada (via Telus)

Project: DRP

Role: Senior Technical Lead/Architect

Time: Apr 2012 – Mar 2013

Technology: VMWare (VSphere, VCenter, SRM), NetApp, Windows, Symantec NetBackup 7.5 & Appliances, HP BladeCenter

Description: Brought onboard after the project had failed to meet deadlines and had wandered from the original design. Redesigned the approach to DR after the project had already committed to various technologies and equipment. Provided technical PM assistance to the project's PM, and helped bring the project back on track. Worked with Telus and Finning SMEs and business resources to ensure the solution met Finning's exacting requirements. Culminated in a successful DR test that met or exceeded all of the client's expectations.

Client: VPSI

Project: Infrastructure Review and Upgrade

Role: Architect and Senior Technical

Time: Feb 2012 – current

Technology: VMWare ESXi/VSphere 5, Windows 2008, RedHat Enterprise 6.2, Subversion

Description: Architecting and managing a staged upgrade of the infrastructure for a small development and SaaS firm with critical uptime requirements. This includes platform standardization, workflow documentation, and the establishment of service level targets. Divided the work into Critical, Tactical, and Strategic phases. (Only the Critical work has been completed)

at this point). This work is intended to ensure the company meets its contractual obligations by enhancing system stability, uptime, and recoverability.

Client: BizSafe Inc

Project: New Infrastructure

Role: Senior Technical Advisor and Integration PM

Time: Dec 2011 – May 2011

Technology: Windows 2008 R2, IIS 7.5, SQL 2008 R2

Description: Partnered with BizSafe to upgrade, promote and deploy their Emergency Communications Centre (business continuity communications software). Drafted proposals for government grants. Created installation documentation and template implementation project plans.

Client: Basilica Software

Project: Integration Partner

Role: Technical Lead, Technical Advisor,

Time: Feb 2011 – May 2011

Technology: Windows 2008, IIS, SQL 2008

Description: Partnered with Basilica to deploy their CIOAdvisor IT Management software.

Client: Pacific Blue Cross

Project: ACES Phase 2

Role: Senior Technical Lead, PM

Time: Jan 2010 – December 2011

Technology: VMWare ESX/ESXi/VSphere 3.5 – 4.1, IBM XIV Storage, Windows 2008, SQL 2008

Description: Migrated the Phase 1 infrastructure to Windows 2008 and SQL 2008, while expanding the capacity to allow for the broader scope of Phase 2. Advocated for the needs of the Integration and QA teams in expanding the environments available to them for adequate testing capacity. Acted as Integration PM after the departure of the incumbent. Continued to manage and expand the architecture from Phase I while ensuring compliance from new project teams and their leaders. Demonstrated the value of the ACES Infrastructure practices to other business areas and assisted with their adoption of these practices. Provided extensive documentation and knowledge transfer to on-site staff.

Client: Pacific Blue Cross

Project: ACES Phase 1

Role: Infrastructure Architect, Senior Technical Lead, PM, Troubleshooting

Time: Jan 2008 – December 2009

Technology: VMWare VSphere 3.5, IBM XIV and DS 8300 Storage, Brocade FC Fabric, Windows 2003, SQL 2000/2005, BMC Control-M

Description: Architected and implemented the Phase 1 Production, Development, and QA infrastructure for a distributed (MS Windows, SQL, VB.Net) core business system intended to replace the existing mainframe. Created a multi-level architecture defining naming conventions, promotion practices, and security boundaries for the project. These were later adopted into other business areas outside of the project as best practices. Ensured project infrastructure was separate from other business systems in order to isolate the project from existing performance issues. Liaised with multiple vendors to assist in the procurement process. Managed the infrastructure budget to ensure licensing compliancy and warranty coverage while staying within

the financial constraints of the project. Provided significant guidance and troubleshooting outside the project infrastructure for areas such as QA to fill gaps in leadership and technical ability. Identified, took responsibility for, and provided resolutions for several major gaps in the original scope, including automated scheduling, processing workflow, and operational responsibilities. Provided extensive documentation and knowledge transfer to on-site staff. Worked well beyond the intended role to ensure multiple project teams met their objectives and managed priorities to bring Phase 1 to completion on time.

Client: UBC – School of Architecture and Landscape Architecture

Project: Server Infrastructure Refresh

Role: Architect and Senior Technical Resource

Time: Jul 2007 – Sep 2007

Technology: VMWare ESX, Window 2003, WhatsUp Gold, etc.

Description: Architected the consolidation of five physical servers down to two through the use of VMWare, while improving the reliability and performance of the services being delivered. Brought client into licensing compliancy. Cleaned up, simplified and upgraded Active Directory, including revamping Group Policies, DHCP, and DNS. Provided in-depth documentation and knowledge transfer to the on-site staff.

Client: Pacific Blue Cross

Project: PC Evergreen

Role: Senior Technical Lead

Time: Jul 2006 – Jan 2007

Technology: VMWare ESX & Workstation, XP, Windows 2003, SMS 2003, Symantec Ghost 11, IIS 6, Javascript, ASP.Net

Description: Upgraded over 800 client computers and laptops from Windows NT 4.0 and 2000 to Windows XP using Ghost to deploy standardized images, decommission the Novell Netware file and print servers to Windows 2003 DFS. Configured SMS to distribute packaged applications to 'job role' groups. The number of desktop applications was reduced from ~350 to just over 100 through standardization and elimination of redundancy. Provided third tier technical support and guidance for all areas of the project. Provided post-deployment end user support. Provided extensive documentation and knowledge transfer to on-site staff. Developed a web-based interface to Active Directory to allow efficient, restricted access for Help Desk staff without requiring MMC.

Client: ICBC

Project: Distributed Processing Reference Architecture

Role: System Architect

Time: 2004 - 2006

Technology: Windows/Intel and Sun server platforms

Description: Expanded on and adapted the concepts of services, patterns, and tiers to develop a Service-based Infrastructure framework to guide future infrastructure architecture work. Continued to revise and enhance the framework as part of the architecture lifecycle.

Client: ICBC

Project: Environment Simplification Architectures

Role: System Architect

Time: 2004 – 2006

Technology: MS SQL, EMC SAN/NAS hardware, VMWare products, Windows/Intel Development and Testing environments, etc.

Description: Created several infrastructure architectures within the framework on the Distributed Processing Reference Architecture. Implemented the concept of providing various infrastructure systems as services within the IT department.

Client: ICBC

Project: SMS/File/Print Evergreening Architecture

Role: System Architect

Time: November 2004 - July 2005

Technology: Microsoft SMS 2003

Description: Created a low-level architecture to guide the project team through the replacement of SMS 2.0 with SMS 2003. Consolidated servers by 50%, reduced licensing requirements, and simplified and sped up the overall software distribution process.

Client: Boston Pizza

Project: Exchange 2003 Upgrade/Migration

Role: System Architect, Senior System Engineer

Time: Jan 2006 – Feb 2006

Technology: MS Exchange 5.5 & 2003, Blackberry Enterprise Services

Description: Consolidated and upgraded a multi-site, multi-organization Exchange 5.5 environment into a single organization & site. Minimized end-user disruption while improving functionality and reliability. Provided sysadmin training and documentation.

Client: Stratford Hall

Project: IT Overhaul

Role: System Architect, Senior Engineer, and Project Manager

Time: Sept 05 – Oct 05

Technology: MS Windows, IPSec VPN, various education-related systems

Description: Within a very tight timeline, expanded the IT for this small private school to encompass a second location, new servers, new workstations, and new network configurations, while maintaining service and recovering user data from existing failed systems.

Client: HP Software

Project: Systems Management Software Competitive Analysis

Role: Senior Systems Management Analyst

Time: June 2004

Technology: HP OpenView Operations for Windows 7.x, Microsoft Operations Manager 2000 SP1

Description: Was one of two key Tsunami resources contracted by a world-leading software company to perform the research and documentation of a competitive analysis study between two market-leading systems management applications for the Windows platform.

Client: CUTASC

Project: Exchange 2003 Upgrade/Migration

Role: Project Manager, Senior System Engineer

Time: Dec 2005 – Jan 2006

Technology: Windows Server 2003, Exchange 2003

Description: Upgraded a multi-branch Exchange 2000 organization to Exchange 2003, without service interruption. Improved DRP capabilities and provided knowledge transfer.

Client: Boston Pizza

Project: Patch Deployment Solution

Role: Project Lead

Time: March 2004 - April 2004

Technology: Windows 2000, Windows XP, Shavlik HFNetChkPro

Description: Installed, configured, and documented a solution that allows a multi-branch organization to maintain its servers, desktops, and mobile PC systems up to date with security fixes and patches. Developed streamlined workflow to allow Tier 1 resources to handle the detail of deployment while retaining Tier 2 involvement to approve updates in a timely fashion.

Client: Boston Pizza

Project: Outlook Web Access/Exchange Rebuild

Role: Project Lead

Time: February 2004

Technology: Exchange 5.5, Windows NT, Windows 2000

Description: Migrated a multi-site Exchange organization from Exchange 5.5 on NT4 BDC's to clean installations of Exchange 5.5 on Windows 2000. This is "phase one" of a project that led to migrating to Windows 2000/ADS/Exchange 2000.

Client: CUTASC

Project: Banking System Implementation & Infrastructure

Role: Project Resource

Time: November 2003 - April 2004

Technology: Windows 2000, ADS, DNS, Fincentric iWealthview Banking system, Microsoft Operations Manager, Exchange 2000

Description: Deployed MOM to manage the server and gateways for a multi-institutional banking ASP. Migrated multiple Exchange source systems into the ASP's shared system. Developed a data synchronization process for the disaster recovery site. Documented various aspects of the project for external auditing process.

Client: EA

Project: HP NNM Reporting

Role: Project Resource

Time: October 2003 - November 2003

Technology: HP Openview Network Node Manager, IIS, JavaScript

Description: Developed a custom web-based reporting solution using the NNM Data Warehouse for a world-leading software design studio.

Client: Rexall

Project: Windows 2000 Workstation Rollout

Role: Project Lead

Time: September 2002 - February 2003

Technology: Windows 2000 Pro, Kroll Pharmacy Database, PCAnywhere 10.5

Description: Coordinated a rollout of 100+ PCs at ~25 locations throughout BC, testing and replacement of network cabling as required. Managed user profile migration, image standardization and user training. Efficiently planned and implemented each deployment to minimize downtime, as the work was completed during business hours.

Client: CNS

Project: Windows 2000/Exchange/ADS Migration

Role: Project Lead

Time: November 2002

Technology: NT4 and Windows 2000, Exchange 5.5 and 2000 and ADS

Description: Planned and implemented an in-place migration from NT4/Exchange 5.5 to Windows 2000/ADS/Exchange 2000 for a multi-site insurance company.

Client: Autogas Propane

Project: Server Replacement

Role: Project Manager

Time: May 2002 - September 2002

Technology: Microsoft Windows 2000 Server, Microsoft Terminal Services, Microsoft Great Plains Accounting Software

Description: Migrated client file servers and accounting system from NT4/Citrix to Windows 2000 Terminal Services. Responsibilities included design, planning, testing, and implementation.

Client: Autogas Propane

Project: Conversion from Novell Netware to Windows 2000

Role: Network Architect

Time: January 2002 - June 2002

Technology: Microsoft Windows 2000 Server, Microsoft Exchange 2000, Novell Netware, Novell Groupwise

Description: Convert client file servers and email system to Windows 2000 and Exchange 2000. Responsibilities included AD design, testing, and implementation plan.

Client: Spotted Web

Project: Online Reservations System

Role: Developer

Time: March 2002 - April 2002

Technology: IIS 5, ASP, Jet database, JavaScript, VB Script

Description: Developed and implemented online booking system for a private vacation rental property.

Client: Autogas Propane

Project: Restructure CIS Department

Role: Interim CIS Manager

Time: August 2001 – April 2002

Technology: N/A

Description: Created and documented policies, procedures and job descriptions. Provided senior technical training and user support. Managed vendor and client relations. Interviewed prospective replacement contractors and employees.

Client: Coast Capital Savings (formerly Richmond Savings)

Project: Windows 2000 Active Directory Infrastructure

Role: Project Lead

Time: October 2000 - April 2001

Technology: Microsoft Windows 2000 Server, Microsoft Exchange 2000, Visual Basic 6.0, Novell Netware 4.11, Windows NT 4.0, DNS, WINS, DHCP

Description: Design, plan and migrate a multi-site Active Directory infrastructure from a recently merged organization with over 1400 employees in 30 offices. Aspects included DNS implementation, WINS retirement, planning for resource and user migration from two NT domains, two Exchange directories, and one Novell NDS tree. Developed several tools (in Visual Basic) for the manipulation of Directory objects and information, including the merging of information from the existing directories into the new AD.

Client: Richmond Savings

Project: Intranet Redesign

Role: Project Manager

Time: September 2000 - April 2001

Technology: Microsoft Windows NT 4.0, Microsoft IIS, Microsoft Visual Basic 6.0, Java

Description: Redesigned corporate Intranet to remove dependence on externally contracted web resources and developed workflow for departmental publishing.

Client: Richmond Savings

Project: Banking System SAN Infrastructure

Role: Systems Analyst

Time: January 2000 - September 2001

Technology: Microsoft Windows 2000 Server, Microsoft SQL 6.5, Dell SAN, CA Arcserve

Description: Part of a team of twelve people tasked with enhancing the lifespan of a legacy banking system by consolidating a system of independent servers with a SAN solution. Personally planned the configuration and managed a complex shipping and deployment schedule involving three separate locations, ten servers and over three terabytes of storage.

Client: Richmond Savings

Project: Prepare Enterprise Desktop for Year 2000

Role: Senior Resource

Time: June 1999 – Dec 1999

Technology: Microsoft Windows 95, Microsoft NT 4.0 Server, Novell Netware 4.1, Microsoft Office 4.3, Microsoft Project 4.0.

Description: Senior resource for identifying desktop software and hardware which were not Y2K compliant. Responsibilities included risk assessment, coordinating resources, prioritizing testing and tracking issue resolutions.

Client: Richmond Savings

Project: NT Server and Windows 95 Desktop Rollout

Role: Project Resource - System Engineer
Time: June 1997 - January 1998

Technology: Microsoft Windows NT 4.0, Microsoft Windows 95, Microsoft SMS 1.2, Norton Ghost

Description: Deploy branch NT servers and standardized Windows 95 desktops corporate wide.

Client: Richmond Savings

Project: Insurance System Conversion

Role: Project Lead

Time: September 1996 - March 1997

Technology: SCO UNIX, Redshaw Insurance System, Novell Netware 4.1, Agency Manager

Description: Developed and implemented the conversion of the insurance system from an x86/UNIX platform to a Novell/dBase platform. Integrated the daily processing requirements into existing corporate overnight processes.