

Daniel Graham



Name: Daniel Graham
Born: 1968
Roles: Installation, Support, Move-Migration, Operation
High School, 2-year Technical, 1984
Education: Certifications Microsoft, 1998, 2003, 2005
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Summary

I have more than 20 years' experience with technical installations, operation and support in both larger and smaller organizations. This has given me significant experience of smaller projects with total responsibility as well as important minor part of large projects spanning longer periods of time. Experience combined with intuitive troubleshooting skills, appreciated solutions, makes me a top choice for contacts regarding 2nd & 3rd – line problems and questions.

As a person, I am positive, social and ambitious; easy to work with and hang around. Adapts to new things fast, values responsibilities and working towards set goals in groups with other colleagues.

Technical skills

Hardware	HP, Dell, Apple, Cisco ASA
Operating system Client	Windows 11 – Windows 3.1, Mac OS
Operating system Server	Windows Server 2022 – Windows NT Server
Applications	Exchange, Backup Exec, HP Data Protector, VMware, Citrix
Tools	Active Directory, Group Policy, Exchange Management
Case Management	Tellus, Cure, Spark (Iver self dev), SkanTime (Skanska self dev.)
Business system	Pyramid, Navision, Visma, Hogia
Programming	HTML, Basic, Login script
Communication	TCP/IP, IPX/SPX, NetBIOS

Latest employments

2023 TopTeam - IT-consultant
2019 Iver (DGC)- TAM, support, operation
2018 DevCore - IT-consultant and operation
2018 Vericam - IT-assignments as self-employed IT-consultant
2017 Proclient - Technical consultant
2009 – 2016 Wiig Data - IT-consultant
2009 Invid Globen - Operation and support technician
2006 – 2009 Sapa - Operation, support, installation, projects



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Assignments / Employments

2023

TopTeam

IT-consultant (present assignment for Region Stockholm)

- ❑ Internal operation and service of server environment in Södertälje.
- ❑ 3rd line support via case management system /e-mail / TeamViewer / phone.
- ❑ Some support for local health applications.

Keyword: Support, Operation, AD, VMware, Backup, Hardware.

2019

Iver (DGC)

Technical Account Manager

- ❑ Internal operation and service of hosting environment.
- ❑ 3rd line support via case management system /e-mail / TeamViewer / phone.
- ❑ Customer support in Office365 / Azure.

Keyword: Support, Operation, VMware, Exchange, AD, Office365.

2018

DevCore

IT-consultant

- ❑ Internal service and operation.
- ❑ Support with Office365.
- ❑ Support on-site, phone and e-mail.

Keyword: Support, Operation, Office365, VMware.

2017

Proclient

Technical consultant

- ❑ Start up new technical support around the business system Pyramid.
- ❑ Support on-site and by phone and e-mail.

Keyword: Support, Pyramid, Installation



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2009 – 2016 **Wiig Data** *IT-consultant*

- ❑ Support by phone and mail, on-site support. Installation of all-new IT environments, including new servers, computers and network equipment. Installation of Small Business Server 2011 and standalone Servers (Win 2008 & 2012), installation of smaller laptops to larger desktop workstations. Much troubleshooting and well-functioning solutions to these.
- ❑ Configuration of new Windows-domains and associated need of Group Policy's. New DHCP-, DNS- and firewall-/router configuration among others Cisco ASA- firewalls.
- ❑ Responsibility from purchase to delivery and full operation status.
- ❑ Technical support of business system Pyramid, through remote connections, phone, e-mail and on-site.

Keyword: Installation, Support, Servers, Exchange, Pyramid, Operation

2009 **Invid Globen** *IT-consultant*

- ❑ Shared responsibility for the internal operating facility which consisted of some thirty servers, where many were virtualized, VMware. Work with backup, upgrades, virus protection. Troubleshooting, there was a great deal of need, and the solutions were very successful.
- ❑ Installation, and completion for operation of new HP-servers for the internal operation facility in combination with HP's Data Protector Backup.

Keyword: Operation, VMware, Backup, Installation, Support

2006 – 2009 **Sapa Holding** *IT Service Administrator*

- ❑ Responsibility together with sub-consultants for operation and support of the head office's IT environment.
- ❑ The clients were mixed portable and stationary, and the approximately twenty servers were half virtualized in VMware. Purchase, installation and support of client computers and servers. All safety around the operating environment, backup, virus protection, etc. Two servers were Citrix and to connect users based on, among other things, access to the business system.
- ❑ Active Directory, Group Policy's and Login scripts.
- ❑ Over the past year, work went more to the project manager and IT manager due to smaller projects and changes in the organization.

Keyword: Support, Installation, Exchange, AD, VMware, Backup



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Courses/Trainings

2005 MCSE (Jönsson & Lepp, Training)
2002 MCSA (Cornerstone, Training)
1998 MCSE (Hallsten & Partner, Training)

Former employments

2004 – 2006 IDE Nätverkskonsulterna
2001 – 2003 Skanska IT Solutions
1999 – 2001 Nyhetsbyrån Direkt
1999 Unisys

Miscellaneous

Live alone in Solna, have two older children, 26 and 27 years. Spend free time with customers needing additional requirements, to give that extra. Now acclimating to the senior grown-up role, a spot that mainly was set aside to the children when younger. Other than that, and when opportunity gives, I really take the time to relax.

