



Daniel Graham



Name: Daniel Graham
Born: 1968
Roles: Installation, Support, Operation, Move-Migration
High School, 2-year Technical, 1984
Education: Certifications Microsoft, 1998, 2003, 2005
Contact: Daniel.Graham@vericam.se , Mobil: 070-230 75 56

Summary

Daniel has closer to 20 years professional experience within technical installation, operation and support in both larger and smaller organizations. This has given Daniel significant experience of smaller projects with full responsibility as well as part of large projects spanning longer periods of time. Experience combined with intuitive troubleshooting skills, always satisfied solutions, makes Daniel an obvious choice for contacts regarding 2:nd & 3:rd – line questions.

As a person Daniel is positive, social and ambitious, easy to work with and hang around. He adapts to new things fast, values responsibilities and working towards set goals together in groups with other colleagues.

Technical skills

Hardware	HP, Dell, Apple, Cisco ASA
Operating system Client	Windows 10 – Windows 95, Mac OS
Operating system Server	Windows Server 2019 – Windows NT Server
Applications	Exchange, Backup Exec, HP Data Protector, VMware, Citrix
Tools	Active Directory, Group Policy
Case Management	SkansTime (Skanska proprietary)
Business system	Pyramid, Visma, Hogia
Programming	HTML, Basic, Loginscript
Communication	TCP/IP, IPX/SPX, NetBIOS

Latest assignments

2019 DevCore - IT-consultant and operation
2018 Customer assignments as self empl 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



Daniel Graham

Assignments/employments

2019 **DevCore AB**
IT-consultant

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

Nyckelord: Support, Operation, Office365, VMware.

2017 **Proclient AB**
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

2009 – 2016 **Wiig Data AB**
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



Daniel Graham

2009

Invid Globen AB

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.
- ❑ Project management and implementation when reinstalling the newly deployed environment at the customer.

Keyword: Operation, VMware, Backup, Installation, Support

2006 – 2009

Sapa Holding AB

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



Daniel Graham

Courses/Trainings

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

Former employments

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

Miscellaneous

Living in Märsta with two older children, 21 och 23 years. Spend most time with customer's eventually extra needs, to give that extra. Else it has been a lot of time with the children in the past, and when opportunity gives, really take the time to relax.