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Top Skills

Relationship Building
Partner Relationship Management
Technical Presales

Languages

English

Certifications

Microsoft Certified: Azure
Fundamentals
FinOps Certified FOCUS Analyst

Adam Brown

Principal Consultant at Altra | FinOps Specialist
Bangor, Northern Ireland, United Kingdom

Summary

Solutions driven, accomplished Technical Specialist, with experience with Azure, AWS and GCP.

Experience

Altra

1 year 7 months

Principal Consultant

August 2024 - Present (10 months)

United Kingdom

As a Principal Consultant, I lead the strategic deployment and enhancement of Dr M solutions across the UK, Central and Eastern Europe (CEE), and the Middle East. With a strong focus on expanding our offerings, I spearhead initiatives to drive broader geographic enablement and market penetration in these critical regions.

Leveraging my deep industry experience, I work closely with stakeholders to understand their unique challenges and requirements, ensuring that our solutions are meticulously tailored to meet their needs. My role involves not only delivering impactful solutions but also fostering long-term relationships with clients and users, which are key to sustaining our growth and success.

In addition to my client-facing responsibilities, I play a crucial role in building and nurturing strategic partnerships with Global System Integrators (GSI). By aligning our offerings with GSI capabilities, I help amplify our reach and enhance the overall effectiveness of our projects.

Senior Presales Engineer

November 2023 - August 2024 (10 months)

Belfast, Northern Ireland, United Kingdom

I play a pivotal role in driving the deployment and enhancement of Dr M solutions, focusing primarily on the UK, Central and Eastern Europe (CEE), and the Middle East.

My work is centered around advancing our HBC offerings and facilitating broader geographic enablement. I prioritize establishing and nurturing relationships with users to customize solutions to their specific requirements and challenges, while also developing strategic partnerships with Global System Integrators (GSI).

This approach ensures our solutions are effectively tailored and delivered, enhancing our market penetration and the overall impact of our projects in these key regions.

LAB3

Senior Engineer- Dr Migrate

December 2022 - October 2023 (11 months)

Belfast, Northern Ireland, United Kingdom

I lead the European expansion efforts, focusing on deploying and enhancing Dr M solutions across key regions including the UK, Western Europe, France, and Germany.

My role involves driving the enablement of our HBC offerings, developing strategic collateral for V-Sac enablement, and providing leadership to a growing team dedicated to ensuring project success and partner enablement.

Additionally, I collaborate with global teams to facilitate broader geographic enablement and content creation, ensuring seamless assessments, migrations, and executions with partners and GSIs.

Inviso

Azure Assessment Consultant

April 2020 - November 2022 (2 years 8 months)

Belfast Metropolitan Area

Inviso's SAM & Cloud team works closely with customers across a broad range of sizes and industries to deliver key technical, analytic, and strategic consulting services related to Cloud migration strategy & planning (Azure/Microsoft 365), Infrastructure Optimization, Software Asset Management (SAM), and more. We pride ourselves on the delivery of efficient, insightful, and actionable consultation - our success comes from our customers' success, and from the relationships we build through our unique combination of industry-leading expertise, focus on our customers' goals, and

dedication to continuous innovation and growth within the team.

Inviso Consultants work closely with customers to support the implementation and use of technologies that empower customers to better understand & manage their current infrastructures, unlocking their ability to optimize the current estate and plan a future state through a firm grounding in data. Through analysis, Consultants enable richer engagement between Microsoft and their customers in support of customers' journey to the cloud.

CloudM

2 years 8 months

Customer Success Manager

October 2019 - April 2020 (7 months)

Belfast, United Kingdom

Working with the world's used migration and management tool for Office 365 and Gsuite, I help customers and partners get the most out of Cloud M

Leading the Customer Success unit, I work with customers to help them get using the most of the CloudM Suite.

Running Product adoption sessions

Facilitating Product Adoption

Enabling Users in O365/ GSuite platforms

Technical Product Specialist

September 2017 - April 2020 (2 years 8 months)

Belfast, United Kingdom

Working with the worlds most trusted migration tool, I help deliver pre-sales and product knowledge to both existing and new Office 365 customers.

Liaising with the Product Development team, I have provided guidance on new features of existing and new products within the CloudM portfolio.

- Providing pre-sales expertise for both the Cloud Migrator migration product, and Office 365 in general.
- Providing and running Office 365 onboarding sessions to provide technical overview of Office 365 and associated technologies
- Writing technical KB articles for external consumption by migration customers, and internal employees.

Cloud Technology Solutions

Technical Product Specialist

September 2017 - April 2020 (2 years 8 months)

Belfast

Working with the worlds most trusted migration tool, I help deliver pre-sales and product knowledge to both existing and new Office 365 customers.

Liaising with the Product Development team, I have provided guidance on new features of existing and new products within the CTS portfolio.

- Providing pre-sales expertise for both the Cloud Migrator migration product, and Office 365 in general.
- Providing and running Office 365 onboarding sessions to provide technical overview of Office 365 and associated technologies
- Writing technical KB articles for external consumption by migration customers, and internal employees

Cased Dimensions

Senior Consultant

May 2015 - September 2017 (2 years 5 months)

Belfast, United Kingdom

- Implementing full stack Azure solutions for clients, referring both cloud first and hybrid environments. Leveraging latest Microsoft Azure advancements.
- Consulting on the use of Microsoft Azure Stack, for use in large scale datacenter's
- Implementing Microsoft automation solutions, from .NET developers to specialist infrastructure engineers
- Working with SCCM, SCOM, and Orchestrator, to implement client solutions.
- Working on SC cleared contracts to implement project based requirements for a range of products, spanning on premises and cloud environments.
- Assisted in the process of ISO 27001 Clearance for the company.
- Provided system administration role for internal systems, both on premises and hosted in Microsoft Azure

Belfast Metropolitan College

1 year 8 months

Senior Server Officer

March 2014 - April 2015 (1 year 2 months)

Belfast, United Kingdom

Assisting the Server lead and team with all tasks around upkeep and control of collage IT systems.

Undertook day to day Active Directory tasks, (password resets, user creation etc) Office 365 Administrational tasks, (mailbox creation, administration etc).

Implemented Azure AD DirSync for synchronisation between Office 365 and on premises Active Directory

Utilised SCCM 2012 for deployment of new PC hardware and software.
Experience with the creation, management and deployment of SCCM 2012 application packages.

Administered various Server 2012 setups, from install to general usage.
Including Sophos Anti Virus Enterprise console

Designed, Developed and Implemented an Apple Mac OS X integration plan using Centrify Direct Control, and Deploy Studio.

Implemented SCOM 2012, with integration into the larger Systems Centre suite of products. Monitored the upkeep of the SCOM environment and its impact on the infrastructure.

Designed and implemented Server 2012 Workplace Connection (Direct Access) Infrastructure, for mobile devices.

Implemented various time saving applications to assist 1st and 2nd line technicians in their roles.

Attended Course 10747A:

Administering System Center 2012 Configuration Manager

IT Server Officer

September 2013 - March 2014 (7 months)

Undertook day to day Active Directory tasks, (password resets, user creation etc) Office 365 Administrational tasks, (mailbox creation, administration etc).

Utilised SCCM 2012 for deployment of new PC hardware and software .

Administered various Server 2012 setups, from install to general usage.
Including Sophos Anti Virus Enterprise console

Assisting the Server lead and team with all tasks around deployment and upkeep of Windows 8 and XP mixed systems. This included an Office 365 migration.

SCCM 2013 administration
Office 365 migration experience
Server 2012 administration

Undertook the planing and execution of the deployment of Windows 8 for multiple sites within the college.

Utilising System Center Configuration Manager 2012, for deploying OS Images to new and old hardware.

Managed a team of 4 people during the duration of the project.

Decode Studios
Technical Support Manager
January 2011 - February 2012 (1 year 2 months)
Work from Home

This contract was carried out during evenings and weekends between January 2011 and Feb 2012.

Manage the day to day running of the Technical Support Department of the company, ensuring that support tickets are acted on, and resolved.
Functioned as 2nd line support for more technical issues, regarding server side configuration.

Maintained internal MI systems, based on Microsoft SharePoint and Internally developed solution
Provided strategic planning and research for business development opportunities.

Gained experience with Unix and Linux Servers, ranging from customer support issues, new account setups, utilizing the CPanel control system.

Aardman Animations

Applications Support Specialist

September 2010 - February 2012 (1 year 6 months)

Day to day management of Active Directory (2003), including user and mailbox creation (Exchange 2007)

Troubleshooting of Windows (XP/7) Office (2003/2010) application issues, including bespoke media applications.

Developed and implemented Magic Triangle authentication system with in house OS X 10.5/10.6 systems, utilising Open Directory.

Syzygy Mission Support Network

Technical Director

March 2011 - January 2012 (11 months)

Freelance

I provide Technical support and advice for the network, I also write a monthly blog post on <http://www.syzygy.org.uk> on IT Tips

Sorted Magazine

Technology Editor

April 2009 - December 2010 (1 year 9 months)

I write a bi-monthly column for Sorted Magazine, covering recent technology trends.

Nair & Co (Bristol) Ltd, Bristol UK

Technical Support Analyst

November 2009 - August 2010 (10 months)

Bristol

Nair & Co.'s services provides a range of valuable benefits for our clients. Focused exclusively on solving overseas expansion problems. Offices located in UK, Mumbai, Indore, Singapore, China, USA. <http://www.nair-co.com/>

Key responsibilities included managing and overseeing the critical backup processes undertaking the day-to-day support of on site users, troubleshooting issues with software. Managing the administration of the Anti Virus software solution, ensuring that clients were fully patched and protected. PC Hardware/Software installation Reporting to the Head of Site, worked as a part of a 3-man team, supporting over 500 office and VPN based users. Tasks including supporting Microsoft Office and Microsoft Windows along with bespoke financial applications Gained first hand experience with ITLL Service

Management implementation using OTRS Service Desk. Was also a key part of a company wide project to implement Windows Deployment Server (WDS). Obtained experience with Citrix Xen App 5, and the configuration of Windows 2008 Server Enterprise, SQL Server 2008, and Cisco VPN.

- Learnt how to manage large workloads effectively
- Gain experience with Mitel IP Phone systems
- Worked effectively with international colleagues
- Gain experience in Citrix Setup and Maintenance

Teknocraft LTD (Bristol, UK)

Remote Technical Support Engineer

July 2009 - August 2010 (1 year 2 months)

Infrastructure development / systems support and bespoke solution design.

Offices located in Bristol UK <http://www.teknocraft.co.uk/>

Working as a Remote Desktop Support Engineer reporting to executive management Main tasks included resolving issues with Microsoft Office, Microsoft Windows, and common software tools, such as Adobe Acrobat. Most work was achieved via a remote desktop communication link. Also undertook hardware maintenance and repairs for a wide range of desktop and laptop systems. Designed and developed audiovisual solutions in Apple Script, incorporating Apple Mac OS X computers / software.

- Gained experience supporting diverse range of infrastructures / environments
- Implemented a full Audio / Visual display system for a café utilizing Mac OS X

Paul Mason Computing

Software tester

April 2007 - April 2007 (1 month)

Tested EPOS software for faults and experience in working to test plans and working to key target

Oxford University Press.

Web Administrator

August 2006 - August 2006 (1 month)

Web Administrator. Projects included creation of an internal intranet web service. The system Jot Spot was used. The use of CSS and XHTML was required.

Unipart Group

Technical Help-desk Analyst

May 2006 - May 2006 (1 month)

Tasks include answering support calls from the employee's of the company. Support questions include Microsoft Office, Lotus Notes, and specialist connection software, Citrix. The Remote resolution software, Dameware is used to troubleshoot users issues. Also supported garage management systems and the Sage Accounting system. At Unipart Group. Tasks included discussing with users common problems and solutions. Knowledge of Microsoft office integration with other applications was acquired

Unipart Group

Help-desk consultant

August 2005 - August 2005 (1 month)

Technical help desk. Supporting garage management systems and the Sage Accounting system. At Unipart Group. Tasks included discussing with users common problems and solutions. Knowledge of Microsoft office integration with other applications was acquired

Education

Coventry University

Creative Computing · (2005 - 2007)