Matt Owen MBCS CITP

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Solutions Architect & Identity Management Specialist

A senior technology specialist, with expansive technical knowledge of many key disciplines coupled with extensive experience of delivering effective solutions in to complex environments. Has a proven track record of delivering successful projects and maintaining high levels of service by managing the full capabilities of both direct and virtual global teams. Actively seeks roles to effect change for the benefit of the organisation.

- **Specialist in Global Identity Management and Global Active Directory implementations.**
- **Currently holding SC Level Security Clearance.**

Accreditations

- Prince2 Practitioner Certified Project Manager (P2R/121868)
- ITIL Certified (Foundation)
- BCS Certified IT Professional (CITP)
- Member of the British Computer Society

Design & Implementation

- Designed and implemented several multi-site Active Directory solutions
- Designed and acted as SME on several large scale Identity Management programmes
- Designed and implemented internal and Office 365 identity synchronisation schemas
- Designed and deployed several Enterprise wide 'corporate desktop' solutions
- Implemented replacement VPN system for global executive users
- Created reference design documentation for many large scale projects
- Implemented enterprise wide bespoke automated file access control update

Technical Skillset

- Microsoft Active Directory Design & Implementation
- Azure & Office 365 Cloud Services Integration and Synchronisation Design
- Group Policy Design, Implementation, Security, Backup and Replication
- Windows Server 2000-2012, Windows Desktop (XP through to Windows 10)
- Microsoft Forefront Identity Manager 2010 (FIM)
- Microsoft Identity Manager 2016 (MIM)
- Novell eDirectory and Novell Identity Manager (now owned by NetIQ)
- Microsoft Intune, ADFS, ADConnect, and Azure Services
- Microsoft System Center Configuration Manager 2007 (SCCM)
- Microsoft Exchange Server 2007-2013
- Microsoft SQL Server 2005-2012
- Windows Automated Installation Kit (WAIK)
- Microsoft Windows Deployment Services (WDS)
- Microsoft Hyper-V Server, VMWare ESX, VMWare LabManager
- Application Deployment & Configuration (incl. MSI Packaging)
- Microsoft SharePoint Server 2007-2016 (Deployment and Configuration)
- Linux Administration and Application Configuration
- Expert level knowledge of most networking protocols; DNS, DHCP, WINS etc.
- Good understanding of Network topologies and Firewall configurations.
- Programming Languages: VB.NET, C#, VBS, WMI, ASP, PHP, HTML, JavaScript, PowerShell

Management and Leadership

- Responsible for major projects and team management
- Commonly reporting into global heads and other senior management
- Directs Desktop and Infrastructure Strategy for regions and globally
- Direct influence on IT purchasing decisions
- Promotes up-skilling within teams via mentoring and training

- Drives global technology discussions around new solutions and products
- Encourages knowledge sharing in a collaborative environment

Career History

Technical Architect - Identity Management (Contract Position)

Atos – December 2016 to March 2019

Contract role to provide the design and implementation of a new Identity Management and Access Management platform for one of Atos' largest customers.

- Designed and implemented High Availability Identity Synchronisation platform using Microsoft Identity Manager 2016 (MIM) to synchronise up to 50,000 user and group accounts between several Active Directory Domains and Application Databases.
- Designed and implemented High Availability Self Service Password Registration and Reset platform using Microsoft Identity Manager 2016 Portal services and Microsoft SharePoint 2016.
- Designed and wrote supporting software (.NET application) for all Windows 10 client machines to accommodate the customer's VPN requirements with regard to the MIM Password Registration service.
- Designed migration process from Novell IDM to Microsoft Identity Manager 2016.
- Designed and wrote additional software (.NET application) to expand the Microsoft Identity Manager 2016 platform to accommodate 'one-to-many' user synchronisation scenarios.
- Designed and deployed bespoke web-portal for Self-Service User Global Address List management.
- Consulted on other ongoing projects such as ADFS, System Center, SQL Server and Office 365/Azure.

Identity and Active Directory Architect (Contract Position)

Department for Business, Energy and Industrial Strategy – August 2016 to December 2016

Short contract role to provide direction and solution design for a proposed MIM implementation to align various user identities and authentication mechanisms across the department.

- Designed and implemented department wide MIM solution to combine several key identity stores and provide a single identity for users
- Designed and implemented new Active Directory solution for BEIS to accommodate recent merger of previous departments
- Designed integrated DNS solution as a result of merger
- Designed ADFS and Azure connectivity solution to leverage Office 365 services and single sign on

Global Technical Authority/Solutions Architect, Active Directory & Identity Management

Aviva plc. – November 2013 to July 2016

Leading the technical aspects of various project and programme deliveries across the Aviva global IT infrastructure, focusing on Identity Management and Office 365/Azure, and the Global Active Directory plus other associated services such as WAN connectivity, DNS, DHCP, ADFS and FIM/MIM for user identity and authentication.

Acting as focal point for expertise and escalation for the equivalent BAU services and defining medium term strategy in alignment with the Enterprise roadmaps and long term Business requirements. Engagement with and influence of Senior Stakeholders as Technical Authority, providing key technical steering into project boards and other BAU senior management. Delivering design documents as required.

- Subject Matter Expert for Active Directory, Forefront Identity Manager, and Office 365 User Authentication and Synchronisation
- Developed strategies and designs for Office 365 integration
- Developed strategies and designs for migration to Azure Active Directory and associated services (Intune, ADFS, ADConnect)
- Delivered High Level & Low Level technical designs on a regular basis
- Developed roadmap presentations covering Identity Management services and related technologies for technical and business stakeholders.
- Performed gap analysis against the existing infrastructure and identified technology improvement opportunities
- Designed a new Global Active Directory strategy for Aviva regional access
- Built and maintained long term relationships with key suppliers and vendors
- Defined policy documentation for effective management of key services
- Worked with global regional stakeholders and IT personnel
- Provided suitability assessments of new products and solutions from vendors
- Evaluated and presented new technology that may benefit the organisation
- Defined new standards for service and infrastructure provision

Server Team Operations Manager, TSS Global Active Directory Manager

Aviva plc. – April 2010 to October 2013

Managed the Global IT Server, Desktop and Messaging teams based in Aviva Group Head Office. The remits within the teams were to provision and manage all AGC server and desktop infrastructure, and to also manage the underpinning global infrastructure of key Global IT services for approximately 50,000 users across all Aviva business units.

- Ensured the successful delivery of service in accordance with agreed service levels
- Managed escalations from key customers in line with business requirements
- Participated in problem management and major incident management
- Maintained appropriate resource levels, according to ongoing business requirements
- Managed the implementation and support of new operational services into production
- Influential in driving key IT operations strategy
- Updated and improved existing operational workflows and processes
- Ensured business continuity and disaster recovery planning is in place to protect key systems
- Line management of team, including performance reviews, development plans and inter-team cross skilling
- Managed the day to day relationship with key customers and external vendors
- Provided initial technical consultancy for new projects and services

Infrastructure Architect, Aviva plc. – September 2009 to March 2010

A short term contract to design and implement a global application platform for Aviva's Economic Capital division. This included but was not limited to FTP services, Web Services, and Active Directory integration.

Architect, Barclays Bank plc. (GCRB) – October 2008 to July 2009 (Contract)

A short term contract to provide architecture solutions around the Barclays Global Retail and Commercial Banking desktop space for a targeted user headcount of over 100,000 people.

- Designed solution for upgrading UK client build with global support for over 30 regional languages
- Designed strategic global implementation of deployment servers and associated technologies such as SCCM, SMS, WDS, and Active Directory
- Wrote all architecture documentation including high level designs, and detailed technical designs
- Implemented and tested solutions in VMWare LabManager Environment
- Investigated deployment solutions for forthcoming Windows 7 requirements
- Led architecture discussions around deployment options and solutions

Desktop Infrastructure Manager, Aviva plc. – April 2005 to September 2008

Managed the Aviva Group Head Office IT Desktop Infrastructure Team, including the strategic development of various infrastructure improvement solutions.

- Overall technical authority for desktop infrastructure
- Proposed, designed and implemented replacement desktop infrastructure solution
- Designed and implemented operating system and application deployment solution via SMS 2003
- Designed application packaging standards and oversaw conversion of all core applications to MSI and SMS
- Designed and implemented bespoke self service application deployment system
- Designed and implemented Active Directory structure and security for client management
- Designed and implemented Group Policy standards for client configuration and lockdown
- Designed and implemented BCP/DR 'warm' site, with remote client management, application deployment and automatic data synchronisation
- Provided architecture documentation including high level and technical designs
- Project managed replacement VPN solution for board level executive users
- Managed relationships and ongoing technical requirements with vendors
- Performed key systems analysis, reporting on opportunities for improvements or fixes
- Provided regular status reports to senior management and key stakeholders
- Implemented regular skills transference sessions for team members
- Streamlined day-to-day processes, enabling reduction of lead time on engineering fixes

Active Directory Architect, Royal Bank of Scotland – March 2004 to April 2005

Architect on the Active Directory Migration Team, providing solutions to assist with RBS's global migration of approximately 50,000 users from multiple Windows NT domains to a single Active Directory.

- Proposed, designed and wrote a suite of security applications to automate access control lists updates for all user data during the migration project
- Designed and wrote VBS scripts to facilitate effective user account migration from multiple legacy domains into the Active Directory
- Designed and wrote web portal to aid monitoring of all automated migration tasks
- Documented all designs and processes, including high level proposals and technical operations manuals

Previous Career summary

Infrastructure Architect	Transport for London	2003 - 2004
Team Leader (Packaging)	Abbey National Plc	2002 - 2003
Integration Analyst	Channel 4 Television	2001 - 2002
Windows 2000 Consultant	UBS Warburg	2000 - 2001
Technical Project Manager	UBS Warburg	2000 - 2000
Infrastructure Engineer	UBS Warburg	1997 - 2000
Team Leader (European Rollout)	UBS Warburg	1996 - 1997
PC Support Analyst	Commerzbank AG	1994 - 1996
Senior PC Support	Ministry of Defence	1991 - 1993