

## Steven Mapes

*I can be contacted via the contact me page of [www.stevenmapes.com](http://www.stevenmapes.com)*

### Experience

**March 1998 – Present**

**PKC Associates Ltd, Staines, Middlesex**

Systems Engineer (2003–present), IT Support Co-Ordinator (2000–2003), 1<sup>st</sup> / 2<sup>nd</sup> line support (1999–2000), Claims Administrator (1998-1999)

- Development of company websites (direct sales, Travel Agent Extranet, corporate site) using PHP 4/5, MySQL 4/5, HTML and Javascript
- Writing web based reports for both internal and external use (PHP, MySQL, SQL Server, HTML).
- Administration and support of MS SQL Server (users, roles, tables, views, store procedures, triggers, backups, replication)
- Design and implementation of SQL Server backup strategies.
- Administration and support of MySQL 4 and MySQL 5 servers.
- Windows 2000 Server installation and configuration.
- Support of Windows 2000 Servers
- Co-ordination of outsource “On-line Claims” and “On-line Medical Screening” projects.
- Design and implementation of Active Directory
- Design and implementation of Group Policies
- Creating and managing of users / groups / roles in Active Directory, SQL Server, MySQL
- Windows Network and Server migration
- SQL Server migration from SQL Server 6.5 to 7
- SQL Debugging using SQL Profiler, Enterprise Manager and Query Analyser
- Design and implementation of migration of main company data between web systems running MySQL on Linux to main internal claims and reporting applications running from MSSQL on Windows and visa verse.
- Automated Linux tasks and reports using the cronjobs
- Basic Linux server administration
- 1<sup>st</sup> / 2<sup>nd</sup> line Desktop support of Windows 95,98,2000 & XP
- Server support Windows NT, 2000.
- Desktop support for MS Office, Open Office, Crystal Reports, Photoshop, Dreamweaver, Send Studio, Bynari Insight Server, Thunderbird, Outlook 97/2000, PHP Edit, Zend and several bespoke Delphi applications.
- Windows Server backup using Backup Exec and NTI Back-up Now.
- Maintenance of Ericsson telephone system via BMS web software.
- Management and retrieval of voice recordings using Oak ProVoice software.
- Network installation, patch and wall socket cabling.
- Printer installation and configuration.
- Sourcing and purchasing of all new IT hardware and 3<sup>rd</sup> party software.
- Basic IIS 3/5 management
- Support and maintenance of Exchange Server 1998.
- Virus eradication and recovery using McAfee, Housecall, ClamAV software.
- PC building and maintenance
- PC OS / Software Installation
- Support / Installations of Telecom equipment (Phones, Faxes)
- Cygwin
- Testing of in-house applications and outsourced applications
- Training of staff in bespoke applications
- Training and management of IT Support team

## **Skills**

### **Desktop Operating Systems**

- Windows 95, 98, ME, 2000 Pro, XP Home/Pro
- Fedora Core 3 (linux)
- Knoppix (linux)

### **Development Skills**

- PHP 4, PHP 5
- SQL Server 6.5, 7, 2000
- MySQL 3, 4, 5
- HTML, xHTML
- JavaScript

### **General Skills**

#### **Linux**

- Apache installation and configuration
- PHP configuration and development
- SSH
- cronjob / crontab configuration
- logrotate
- qMail
- mysql configuration, installation, design, backup
- shell scripts
- Firewall using IP Tables
- network commands (ping, whois, nmap, nslookup)
- Plesk
- Webmin
- Open Office
- vi
- kwrite
- installation and upgrades via RPMs or source
- Cisco router configuration via telnet or minicom
- Automation of person websites, including incoming email to news using qMail email server, PHP scripts and MySQL database. Automated remote site news desk and cache. Automated announcements of new content on remote site using RSS feeds and screen scraping techniques.

### **Server Operating Systems**

- Windows NT 4.5, 2000 Server, 2000 Advance Server
- Fedora Core 2, Fedora Core 3 (linux)
- Red Hat 9 (linux)
- SuseLinux (linux)
- Gentoo (linux)

- RSS Feeds, Atom Feeds
- Firefox Web Search Plugins
- Apache 2 (Windows / Linux)
- IP Tables
- crontab

#### **Windows**

- Server and Desktop installation, configuration and troubleshooting
- Network design and implementation, troubleshooting. Both cabled and wireless
- Cisco Router configuration via telnet
- PHP Installation and Development
- Apache installation and configuration
- MySQL installation and configuration
- Active Directory design and implementation.
- Group Policy within Active Directory
- Configuration of Task Pads for delegation from within Active Directory
- SQL Server installation, design and maintenance.
- Development of MSSQL using Tables, Views, Store Procedures, Cursors and Triggers.
- SQL Server Replication.
- Remote desktop support via PC Anywhere, TightVNC, UltraVNC or Windows remote desktop.
- Veritas Backup Exec
- Veritas Record Now
- NTI Backup Now!
- Provice Backup

**Other Skills / Interests:** Full Motorbike License, Cricket, Football, basic Japanese, self taught SQL / Javascript / PHP / HTML, web master of five websites, anime, sci-fi.

## Qualifications

- MySQL 5.0 Certified Developer - May 2006
- Microsoft Certificate Database Administrator (MCDBA) – April 2003
- Microsoft Certified Systems Engineer (MCSE)– April 2003.
- Cisco Certified Network Associate (CCNA) – July 2001 (scored 913 / 1000)
- CCNA Cisco Networking Academy – 1999-2001, Spelthorne College (90% pass mark)
- **A Levels:** Maths [c], History [d] – 1995 – 1997 Spelthorne College
- **A/S Level:** Computing [d] – 1995 – 1997 Spelthorne College
- **RSA Stage II IBT:** Computer Applications – 1995 – 1997 Spelthorne College
- **GCSE:** Science Double Award [b, b], IT [b], History [b], German [b]. Design & Technology [c], English [c], English Literature [c], Mathematics [c], P.E Exam [c]

## Examples of website work

### **Professional**

- Travel Agent Extranet – <http://extranet.journeysplaza.com> - member of development team of 2
- Journeys Travel Insurance Corporate – [www.journeystravel.co.uk](http://www.journeystravel.co.uk) - Lead developer
- InsureMore – [www.insuremore.co.uk](http://www.insuremore.co.uk) – member of development team of 3
- Travel Staff Journeys – [www.staffjourneys.co.uk](http://www.staffjourneys.co.uk) – member of development team of 2
- Viaggi Sicuri – [www.viaggisirui.com](http://www.viaggisirui.com) – transferred website to run of serendipity blog for back-end maintenance.

### **Personal**

- Transformers @ The Moon – [www.transformertoys.co.uk](http://www.transformertoys.co.uk) : Europe's largest and most popular Transformers fan site. Averaging over 1 million hits and 65,000 visits per month (May-July 2006)
- Steven Mapes – [www.stevenmapes.com](http://www.stevenmapes.com) – Personal blog and development site. Contains samples of my code which have been made publicly available, latest revisions of any projects and RFCs
- The Visionaries.net – [www.thevisionaries.net](http://www.thevisionaries.net) – A fan site dedicated to The Visionaries. Due to be re-developed in August 2006 to run of a blog backed.
- The Transformers.eu – [www.thetransformers.eu](http://www.thetransformers.eu) – 95% automated website with multi-lingual support.
- Lucky Draw Transformers – [www.luckydrawtransformers.com](http://www.luckydrawtransformers.com) – Resource site for the extremely rare and limited Japanese Transformer lucky dip prizes.

## References

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