

## **Henrik Morsing**

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I am an AIX administrator with eleven years of experience ranging from a small software company to enterprise businesses running critical 24x7 systems using the largest IBM servers available. I have extensive knowledge of IBM hardware and IBM's latest technologies, micro-partitioning and virtual I/O. I have knowledge of a range of Unix systems including Solaris and Linux and have worked with TSM backup systems, SAN and storage systems such as the ESS, NIM servers and HACMP clusters as well.

Please contact me on the email address above to arrange a convenient time to call.

## **Work Experience**

### **Lloyds TSB. February 2011 – Present**

- Supporting EngageOne insurance letter system
- Supporting testing of EngageOne updates by verifying successful transactions and helping testers investigate why transactions failed
- Supporting go-live and investigating issues
- Deploying software and managing configurations using ClearCase

### **GlaxoSmithKline. March 2010 – December 2010**

- Building LPARs on POWER6 hardware using HMC v7 and NIM
- Allocating storage for AIX installation on NetApp netfilers
- Installing SAP
- Zoning Brocade SAN switches
- Resolving incidents and problem tickets on NetApp storage and Brocade switches

### **Virgin Media. March 2009 – December 2009**

- Tasked to make Ebilling system PCI compliant, consisting of AIX and Linux systems and involving peripheral systems as well such as email servers, FTP servers, TSM backup system, web servers and WebSphere application server.
- Responsible for technical side of E-billing stabilisation project
- Setting up NIM server

- Patching production servers incl. keeping on top of emergency security patches
- Configuring Sendmail
- Implementing and testing Netcool monitoring on whole platform working with the monitoring team
- Writing monitoring scripts for Netcool
- Implementing TripWire file integrity system
- Setting up scripts to monitor inactive user accounts
- Upgrade and configure TSM clients
- Upgrading HMC from v5 to v7
- Configuring HMC dial-home
- Fixing numerous HACMP problems
- Working with PowerPath using EMC storage on HACMP platform

#### **McKesson. September 2008 – November 2008**

- Main person on Registrations project – Building servers, storage and SAN. Running on p690 LPARs, AIX 5.3 cloned via NIM, ESS storage, SAN+zoning, NIM+mksysb cloning, setting up HACMP cluster
- Wrote script to gather system data daily for all servers
- Migrated NHS hub cluster from POWER4 to POWER5 systems and setup HACMP

#### **Pipex Homecall. December 2007 – May 2008**

- Installing, designing and building p570, including setting up VIO server and four partitions using virtual ethernet and SAN disks
- Configuring and assigning LUNs on ESS for new systems and migrating data between systems
- Supporting the TSM team in running the TSM server and migrating from a 3584 library to DataDomain NAS devices
- Configuring flashcopy for data replication between systems on the ESS
- AIX redesigning and cloning of systems using flashcopy, NIM and mksysb
- Day-to-day support of existing systems
- Maintaining and configuring SAN and zoning when adding new clients
- Maintaining ESS, working with IBM adding new disk arrays, splitting into LUNs, setting up Flashcopy and assigning to clients.

#### **VISA Europe. May. 2007 – October 2007**

- Day-to-day support of 180 AIX systems and 250 Solaris systems
- Doing firmware upgrades and hardware maintenance on POWER 5 systems
- Building LPARs on POWER4 and POWER5 systems using NIM
- Supporting HACMP clusters including doing upgrades

#### **Attenda. April. 2006 – April 2007**

- Day-to-day support of 30 managed Unix clients running Solaris, Linux and AIX dealing with incidents and communicating with clients.

- Main technical expert on our two AIX clients, Nisa Todays and DeLaRue, running mainly on P690s and p570s, supporting requests, doing troubleshooting and maintenance and assisting in migrating environments from POWER4 to POWER5
- Supporting HACMP clusters including doing upgrades
- Implementing changes to systems requested by clients.
- Ensuring reliable backups were running daily and assisting with restores using Netbackup.

#### **Camelot Interactive. Oct. 2003 – March 2006**

- Main AIX responsible in EuroMillions project, installing, advising and supporting the development and production servers. Also involved in installing the main EuroMillions draw application and quality approving the installations in the UK and Spain.
- Building test, development and production AIX servers for project Oxford both at main site and backup site. Implementing NetHSM encryption devices to be used with project Oxfords store terminals (FastPay)
- Main technical person on capacity upgrade project replacing two p690 with new p570 and p510 servers. I was working on this project from beginning to end getting new hardware in house, racking and cabling, building servers from NIM mkysyb image networking and configuring them and working with the applications team. Also built virtual I/O servers supplying disk and network to the partitions.
- Supporting database servers for the sales and marketing team
- Supporting SUN Solaris server running our DNS and mail servers
- Built NIM servers for easy building and upgrading of servers.
- Administering four IBM p690 systems including designing partitions for maximum availability and installing AIX and software
- Managing TSM server and tape library ensuring reliable daily backups of all servers as well as doing capacity planning
- Installing StorWatch Expert and SANavigator to manage and monitor McData switches and ESS storage system assisting in performance tuning and avoiding storage growth problems
- Administering ESS storage system by allocating storage to hosts and monitor storage growth and performance.
- Doing day-to-day support by responding to incident reports from the operators. Also doing overnight call-out.

#### **Safeway plc. Nov. 2002 – Oct. 2003**

- Capacity planning and installing p690s and partitions. Installing and configuring AIX on partitions.
- DB2 DBA tasks, mainly configuring connectivity from AIX servers to DB2 on the mainframe
- Setting up fibre cards and SDD multi path drivers in connection with building new SAN and installing McData switches
- Managing TCP/IP and SNA networking on AIX including setting up Ethernet and ESCON links
- Installing MQSI hub with DB2
- Planning web portal running WebSphere and HACMP
- Doing performance tuning on our Business Objects partitions.

- Installing TSM clients and testing our new mainframe TSM system in co-operation with our automation team.
- Day-to-day support and troubleshooting.
- Installing AIX and software.

#### **PBS Data A/S, Copenhagen Aug. 2001 – Jun. 2002**

- Doing systems administration of AIX on IBM's RS/6000 and managing five SP systems with PSSP.
- Working on several software systems doing trouble shooting, capacity planning, documentation and planning strategies on our computer systems.
- Installing and planning configurations of all our SP systems and stand-alone pSeries systems
- Working with backup and software systems such as OnDemand, DB2 and Oracle.
- Planning and implementing security strategies together with our audit and security department.
- Installing and supporting HACMP clusters.

#### **International Data Post, Copenhagen Feb. 1999 – Jul. 2001**

- Doing systems administration on the company's Unix computers used for development and testing for two years, working with AIX, Solaris, HP/UX, SCO UNIX and Linux.
- Installing and configuring new systems, setting up development environments and test systems.
- Doing maintenance, trouble shooting, performance tuning, backup and documentation of the Unix computers.
- Also involved in planning, setting up and supporting the network that consisted of Cisco switches and a Cisco router. I have a lot of experience with TCP/IP and routing on Unix and this in combination with working on a Cisco network has given me a good knowledge of networks.
- Responsible for support on hardware, software and operating systems. Responsible for procurement of hardware/software, maintenance agreements, developing IT strategies, etc. Advising my 'customers' and the management in the company on what to buy and how to design the systems. Did analysis on what to buy for projects.
- Later working in the customer service department supporting ePost/Open2, a hybrid mail system. In connection with this I worked with InfoPrint Manager, Prisma+APA, Oracle and MQseries. Was the main responsible person on InfoPrint Manager and Prisma+APA.
- Doing installation and trouble shooting on our customer's ePost/Open2 installations and was deeply involved in testing of new patches and releases of the system.

### **Other experience**

I have eleven years of Linux experience. I have been experimenting with Linux and other Unix systems since I started at university and have since that time been running Linux and BSD on my main home computer. I have very good Linux skills and know the system inside out.

This experimenting has also given me expert knowledge of building networks and firewalls, using NFS, creating web services and virtual domains.

I have been involved in projects outside work including setting up servers and networks at university and helping a college run their Linux server and network for the last eight years. I am also a member of my local Linux and BSD user groups.

## **Education**

1992-1994 Graduated from high school in Ringkøbing, Denmark, *Ringkøbing Gymnasium*  
1994-1995 Six-month tour of duty with the civil defence in Denmark  
1996-1999 Studied mathematics, physics and computer science at the University of Copenhagen  
(not finished)

## **Training and Certification**

1999 IBM AU16, Advanced AIX System Management and Problem Determination  
2000 Azlan, Cisco ICND (Interconnecting Cisco Network Devices)  
2000 eHuset, Solaris Systems Administration I  
2001 IBM AU91, SP Systems Administration I  
2002 IBM CF21U, DB2 UDB Administration Workshop for UNIX  
2002 IBM AU54GB, HACMP System Administration I: Planning and Implementation  
2003 IBM WF38GB, WebSphere Application Server V4 (Advanced Edition) - Administration  
2003 IBM AU70GB, pSeries Logical Partitioning (LPAR) for AIX  
2004 InTechnology, TSM implementation and configuration  
2005 IBM AU54GB, HACMP System Administration I: Planning and Implementation

1999 Certified -- AIX 4.3 Systems Administration  
2003 Certified – p690 LPAR Technical Support  
2006 Certified Specialist -- eServer p5 and pSeries Administration and Support for AIX 5L V5.3  
2007 Certified Specialist -- eServer p5 and pSeries Enterprise Technical Support AIX 5L V5.3  
2007 Certified Specialist -- eServer p5 Virtualization Technical Support AIX 5L V5.3 IBM  
2007 Certified Systems Expert -- eServer p5 and pSeries Enterprise Technical Support AIX 5L V5.3  
2007 Certified Systems Expert -- eServer p5 Virtualization Technical Support AIX 5L V5.3  
2007 Certified Systems Expert – eServer p5 HACMP for AIX 5L  
2007 IBM Certified Advanced Technical Expert -- IBM System p5