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Profile

An Associate Director (consulting) with experience in the architecture and delivery of Cloud based solutions, using a wide range of DevOps tools. Always looking to increase technical knowledge and work on projects with exposure to new and innovative IT solutions. Has worked extensively in client-facing positions providing technical support, training, expertise and leadership.

Experience

October 2023 - Present

Associate Director, *Cognizant*, London, (Retail Banking Client).
Transitioned into a new role after completion of Contino's consolidation into Cognizant consulting. Continue to perform the role of Engineering Lead with a large retail banking client. Tasked with providing leadership and technical support across multiple fast-paced projects utilising new Azure technologies, such as Azure AI and Azure Arc.

April 2022 - October 2023

Senior Technical Principal, *Contino*, London, (Retail Banking Client).

Engineering Lead

Cloud and automation-focused engineering lead across multiple work-streams for a UK-based retail banking client. Provide support to engineering teams on client expectations, processes and technical requirements. Act as the final escalation point for all engineering decisions across account work-streams. Coordinate client and supplier (Microsoft) teams on new engineering proposals as well as solving complex engineering problems.

Client Engagement

Present technical overviews to senior stakeholders and introductory sessions to interested parties. Present and defend proposed designs at client architecture governance forums.

Security & Compliance

Ensure that client compliance and regulatory controls are met from an engineering perspective, and then appropriately evidenced to clients' satisfaction. Identify and document technology/process risks, then engage with various client security teams to agree mitigations.

Additional Responsibilities

Additional responsibilities include supporting engineers with career progression (and training), as well as performing technical interviews with potential new hires.

September 2020 - April 2022

Principal Consultant, *Contino*, London, (Retail Banking Client).

Cloud Datacenter - Compute

Design and build a compute pattern utilising Azure Virtual Machines, supported with Azure Backup, Azure Automation, Azure Update Management, and Azure Policy to enforce the client's governance requirements. A heavy focus on security has required a detailed investigation into encryption options both at rest and in-transit.

Cloud Datacenter - Storage

Design and build the initial cloud datacenter landing zone based on a hub and spoke model. Designed and built a storage pattern utilising Azure File Storage, Azure Blob Storage and Azure Data Factory. This feature was then evidenced with LLDs, ensuring it met the client's governance controls.

Data Storage Assessment

Assess the client's existing on-premise storage solution, perform an initial investigation of the type of data hosted, and then propose a suitable Azure-hosted alternative. This report also took into account the ongoing classification of the data, along with an initial migration strategy.

October 2019 - September 2020

Senior Consultant, *Contino*, London, (Retail Banking Client).

Knowledge Transfer
Designed, documented and delivered a training course to the client SRE team on platform maintenance and troubleshooting.

Cloud Control Framework
Reviewed each of the controls in the clients cloud control framework, and then agreed on the evidence required for each of the controls. Evidence was then generated to show that the controls were met for the Cloud Native platform.

Cloud Native Platform
Supported the engineering of a Cloud-Native platform hosted in Azure cloud. This platform provided the client a platform to develop Cloud Native applications hosted in Azure Kubernetes Clusters. A key focus on security required the implementation of Open Policy Agent, AquaSec and Istio Service Mesh.

November 2018 - October 2019

Automation Team Manager, Europe, *IPsoft*, London, (Retail Banking Client).
Manager of the Automation team in Europe, responsible for the development & delivery of automations on IPcenter: an IT service management platform; as well as 1Desk: the next generation autonomic tool.

Led the project assigned by European CEO to containerise (Docker) our IPcenter IT service management platform product using Kubernetes (Helm) within a 2-month timeframe. The objectives achieved were to focus on the automation and related services, producing a lightweight, rapidly deployable automation engine. This product could be provisioned in AWS within minutes, including any client customisation and pre-built automations. Also included was an integration with Elastic Search to provide real-time reporting of automation executions via Kibana dashboards.

Proposed and implemented the automation standardisation program to ensure all automations conformed to the same documented development and testing standards. This included the use of Python Sphinx / reStructuredText as well as the development of automated QA reporting for automation engineers. This has resulted in automations that are easily portable between instances, as well as ensuring that engineers can support multiple clients effectively (without retraining).

November 2016 - November 2018

Automation Team Lead, United Kingdom, *IPsoft*, London, (Retail Banking Client).
Leading the automation team in the UK primarily working with our new client (a leading UK bank) to configure the IPcenter AaaS Instance to their needs. This included developing custom automations to execute on and remediate 10K+ Windows events from their monitoring platforms.

Also, I designed and implemented integrations with client CMDB data, password stores and incident/change management (ServiceNow), using SQL and RESTful APIs. Since implementation, the engineer time saved (as calculated by the client) has risen to approximately 10K hours per month.

June 2016 - November 2016

Senior Automation Engineer, *IPsoft*, London, (Media Agency Client).
Client facing role writing requirements documents, then developing high impact automations. Development is based on client requests as well as proactive suggestions based on experience and analysis of event data using Jupyter. All tasks were managed on JIRA sprint boards utilising Bitbucket integration for git source control.

Automations primarily developed in JavaScript (backend) and Powershell, or Bash (client-side). Where needed Python and Perl scripts were used to keep in line with client development frameworks.

Key automations:

SCOM agent reporting
Query the SCOM APIs for agents in a downed state, on a schedule, then rasing standard change requests via client systems, before restarting services on the remote server. If required the agent would be upgraded. This would be followed up with an HTML e-mail report to the product and server owners.

VM provision Web Form
An automation that would generate a web form presenting options to provision a VMware VM via PowerCli. Post-build scripts were deployed to VM to install software requirements. This was written using JavaScript, HTML/CSS, PowerShell and Bash.

Pre-application deployment
Multiple automations to stop application services across multiple servers, before backing up config files (and databases), then calling external deployments tools such as Jenkins. Finally restoring all services back to a running state and validating their status.

Wrote and hosted the automation training courses for internal and client staff. This included training with the IPcenter platform as well as an introduction to JavaScript, PowerShell and Bash.

May 2015 -   **Automation Engineer**, *IPsoft*, London, (Government Client).
June 2016   Developing automations to trigger on events generated from alerts monitored by the IPcenter platform. The automations developed were for Windows OS and application events, remediation of the issues where performed where possible.

May 2013 -   **DevOps Engineer**, *Star Financial Systems*, London, (Internal).
May 2015   Build and maintenance of the VMware hosted QA environments, as well as the datacenter, hosted production servers. Provisioning of the QA builds was achieved using PowerShell - PowerCli on Windows Server 2008R2 with TeamCity for application build/unit testing and OctopusDeploy for application deployment (and MSSQL backups).

The use of Octopus Deploy along with PowerShell scripting helped to reduce the deployment time to production from more than 6-hours to 30-minutes (30+ services distributed over 5 or more Windows hosts).

The use of PowerCli allowed for on-demand provisioning of standardized testing host for development and QA teams. This helped to ensure that all client production environments were closely replicated in QA/dev builds.

All tools were integrated with Slack APIs to ensure real-time notifications for all teams. Including alert notifications from Nagios monitoring for production client environments.

August 2012 -   **Senior 2nd Line Support Engineer**, *GroupM*, London, (Internal).
May 2013   Project work such as large scale OS provisioning/upgrades and software deployment/remote configuration.

August 2009 -   **2nd Line Support Engineer**, *GroupM*, London, (Internal).
August 2012   Hardware, OS and application support for staff across GroupM London offices.

May 2009 -   **Rifleman**, *British Army (Reserves), The Rifles Regiment*, London.
July 2013   Infantry training improving team building and organizational skills through monthly weekend and annual fortnight training courses.

Computer skills

Cloud	Azure, AWS	Kubernetes	Istio, OPA, AquaSec, Helm, Cert-Manager
CI/CD	Jenkins, Teamcity, Octopus Deploy, GitLab, Azure DevOps	Infrastructure	Windows, macOS, Linux (Ubuntu, Redhat)
Interpreted languages	Python, PowerShell, JavaScript (Node.js, Mozilla Rhino), Shell (sh, zsh, bash)	Compiled languages	Golang
Databases	MySQL, MSSQL	Data structure	JSON, XML, YAML, HTML
Virtualization	Docker, Vagrant, Virtualbox, VMWare vSphere	Documentation	Sphinx, reStructuredText, Markdown, LaTeX
Reporting/Analysis	Jupyter, Elastic Search, Kibana	Other	RegEx, Vim, Tmux

Education

September 2005 - July 2008
Northumbria University.
Bsc (Hons):
- Product Design Technology: *Second*

September 2000 - July 2005
Harrow School.
A-Level:
- Information Communication Technology: *A*
- Design Technology: *B*
- Business Studies: *B*

AS-Level:
- Photography: *A*

GCSE:
- Maths, Geography, Design Technology, History: *A*
- French, English Language & Literature, Chemistry, Physics, Religious Studies: *B*

Interests

A keen interest in a wide range of science and technology topics. Other reading topics include Biographies, Military History and Science Fiction. I also enjoy running and sailing.