

## **PERSONAL STATEMENT**

I am Microsoft: Azure Fundamentals and Microsoft: MCITP Windows 7 EDST. I have hands on experience with DevOps platforms include GitLab, Azure, AWS, and Bamboo. I have working experience in all Linux distributions and Cloud service providers. Additionally, I am skilled in networking, databases, scripting (Bash), and programming languages Python and Java, I am looking for a position at an innovative company with a good customer mix, from start-ups to market-leading brands.

## **TECHNICAL STACK**

- Cloud: Azure Administration, Intune and O365
- Network: TCP/IP, IPX/SPX, IPSEC, VPN, DHCP, DNS, Cisco Routers/Switches
- OS: Window 7/10, Window, Server 2008/10/12
- Experience with all major Linux Distributions i.e., Debian, Ubuntu, Redhat, CentOS,
- Competent in configuring Servers including FTP, Samba, Proxy, DHCP, Apache, DNS and Mail Server.
- Proficient in Python and in Scripting (Bash and Ruby).
- MS AD, Group Policy, DHCP and DNS
- Networking ip Addressing, Routing, Switching, DMZ Servers, Data Center Architecture, Wireless Networking, Microsoft Firewall and Linux Selinux
- Virtualization: VMWare, Microsoft VDI, Hyper-V
- Hands-on experience with DevOps Tools including Git/GitHub, Docker, CI/CD Pipelines on GitHub, Jenkins, Chief, Puppet, Nagios, Ansible, Terraform and more.

## **PROFESSIONAL EXPERIENCE**

### **Nosho Solutions limited**

#### **Azure DevOps Engineer**

Oct 2021 - Present

- Design procedures for system troubleshooting, maintenance, and Linux Server Administration.
- Manage SCM Repositories.
- Creating Infrastructure using terraform on AWS and Azure.
- Create infrastructure with AWS and Azure resources.
- Configure CI/CD pipelines on Jenkins, GitHub and GitLab.
- Deploy product updates, identify production issues and implement integrations.
- Automating task using ansible and scripting (Bash/Python)
- Docker containerization of software.

### **Profectz Limited**

Oct 2020 to Oct 2021

#### **Microsoft Technical Support Engineer**

London, UK

- Managed Azure Cloud Services, including monitoring, checking, and service endpoint management
- Deployed Windows 10 to both laptops and desktops across multiple sites
- Supported, deployed, and migrated Windows 7 to Windows 10 for over 500 users
- Aligned computer systems and peripherals with established standards and guidelines
- Troubleshoot and resolved software issues as they arose, reimaging computers and hard drives when necessary
- Tested and connected Chip and Pin devices, printers, and login and encryption software onsite
- Troubleshoot hardware and software issues for end-users
- Used Active Directory to manage accounts, profiles, and policies
- Deployed desktop workstations and laptops throughout the organization
- Provided network administration functions such as implementing MS-Outlook accounts, managing data, modifying network profiles, and recovering passwords
- Managed ongoing projects using databases and provided status reports to supervisors and team members
- Troubleshoot any issues related to network operations and end-user support
- Configured settings on Windows workstations, including data backup and restoration
- Worked with new members of the organization to ensure a smooth onboarding process
- Replaced or migrated data on new or old computers as needed
- Communicated with end-users to identify areas where the migration process could be improved

JLR

May 2019 to Sept 2020  
UK

**2<sup>nd</sup> Line Engineer (Contract)**

- Managed MS Azure Cloud Services, including monitoring, checking, and service endpoint management
- Provided MS Windows 10 support for end-users across the organization
- Supported MS Server 2008, including troubleshooting and resolving issues as they arose
- Managed Microsoft 365 administration, ensuring all user accounts and licenses were up-to-date
- Maintained MS AD, Group Policy, DHCP, and DNS services to ensure reliable network performance
- Utilized Hyper V / VM-Ware to maintain virtual environments for testing and development purposes
- Managed networking, including VLAN and IP networking, wireless networking, and firewall and UTM support
- Ensured enterprise anti-virus (Sophos) was installed and up-to-date across all systems
- Provided backup and disaster recovery support to ensure the organization's data was always secure and available

Bell IT

Jan 2019 to May 2019

**Window 10 Deployment Engineer (Contract)**

London, UK

- Responsible for Windows 10 & VDI support transition and post-migration support
- Build/imaging of physical Windows 10 desktop PCs and laptops
- Installation of hardware at user desks and handover of laptops to users
- Liaised with other technology teams to resolve build issues and tracked PC builds using migration tools
- Assisted with inventory management to ensure continuous migration task completion
- Provided technical support during Windows 10 VDI/physical PC testing phase and post-migration support
- Resolved Windows 10 issues generated via support ticket management system and liaised with other technology teams
- Managed Active Directory accounts, profiles, and policies
- Deployed desktop workstations and laptops and provided network administration functions
- Maintained databases to keep ongoing projects on schedule and created reports on project status and asset location
- Troubleshot network operation and end-user support issues
- Configured settings on Windows workstations, performed backups and restores, and covered all areas of the disaster recovery plan
- Worked with new members to understand the network's capabilities and limitations
- Replaced or migrated data on new or old computers and communicated with end-users to improve the migration process.

PC Repair Centre

Aug 2019 to Jan 2019

**Team Lead Window 10 Deployment Engineer (Contract)**

London, UK

- Led Windows 10 deployment for PC Repair Centre's client, supporting over 500 users and ensuring alignment with established standards and guidelines
- Migrated Windows 7 to Windows 10, troubleshooted and resolved software issues, and reimaged computers/hard drives
- Managed Azure Cloud Services, including monitoring, checking, service endpoints, and backups
- Conducted Windows 10 deployment for laptops and desktops across multiple sites, including desk-side swaps in office, warehouse, and shop front areas
- Set up and tested Chip and Pin devices, printers, login, and encryption software onsite
- Provided hardware and software troubleshooting support to users

Well Pharmacy

Jan 2019 to Aug 2019

**Desktop and Server Field Support Engineer (Contract)**

London, UK

- Provided technical support for Well Pharmacy's Windows 10 and Server 2012 deployment project
- Configured and tested Analyst setup on new Windows Server 2012 and Windows 10 terminals
- Travelled nationwide to upgrade and provide hardware and software-related technical support for Well Pharmacy
- Supported Microsoft Office 2013, Office 365, Microsoft Exchange Server, data migration, backup, and restore
- Supported networks, Active Directory, DHCP, DNS, LAN/WAN, Hyper-V, VM-Ware, and Azure
- Collected data from slave terminals and performed data conversion and migration
- Installed and tested HP A4 printers, Zebra GK420d label printer, Star 298 endorsing printer, and Datalogic Scanner
- Updated and tested Honeywell devices and set up SMS
- Reported to Project Manager and liaised with 3rd party support providers for issue resolution
- Completed the 'Installation Acceptance' document with Well representative.

<b>Waitrose</b> <b>EPOS Installation Engineer</b>	Sept 2018 to Dec 2018 UK	<b>NCR</b> <b>EPOS Installation Engineer</b>	Sept 2018 to Dec 2018 UK
<b>Celestra</b> <b>EPOS / Support Engineer</b>	Jan 2018 to Apr 2018 Milton Keynes, UK	<b>NCR</b> <b>ATM Engineer</b>	Sept 2017 to Dec 2017 West Midlands, UK
<b>Ann Summers</b> <b>Window 10 Deployment Engineer</b>	Aug 2017 to Sept 2017 Birmingham, UK	<b>DLA Piper</b> <b>Cyber Security Engineer</b>	Jun 2017 to Aug 2017 Birmingham, UK
<b>J Brand Ltd</b> <b>ATM Engineer</b>	Mar 2017 to Jun 2017 Birmingham, UK	<b>Wincor Nixdorf</b> <b>EPOS Field Engineer</b>	Nov 2016 to Mar 2017 West Midlands, UK
<b>Barron McCann</b> <b>EPOS Engineer</b>	Sept 2016 to Nov 2016 UK	<b>PC Repair Centre</b> <b>Senior Mobile Engineer</b>	Mar 2016 to Sept 2016 UK
<b>Bombardier</b> <b>Lead Migration Engineer</b>	Jan 2016 to Mar 2016 UK		

## **CERTIFICATION**

<b>Microsoft:</b> Azure Fundamentals (AZ-900)	2022
<b>Microsoft:</b> MCITP Windows 7 EDST	2015
<b>Microsoft:</b> MCSA 2003 and CCNA Trained	2005
Trained and certified in Protecting Information (FCO) and Sense & Response (Fujitsu Services)	
Internal British Telecommunications: Health & Safety, ADSL and IP Repair Certified	

## **EDUCATION**

<b>University of Central England:</b> Diploma of Higher Education in Government studies	1996
<b>Solihull TEC:</b> BTEC Diploma in Business & Finance, BTEC National Diploma in Distribution Studies	1993