
Billy Morrison

Cloud Operations Engineer

Glasgow, Scotland



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Personal Profile

Self-driven Cloud Engineer with over 7 years hands-on experience in the IT industry. Skilled in developing and managing Azure environments utilising the benefits of cloud solutions and automation to save companies time and resources. Passionate about staying up to date with the latest cloud technologies and eager to learn more.

Experience

Cloud Operations Engineer - *AutoRek (FinTech)*

May 2024 - Present

- Worked as part of a cloud operations team to develop and deploy the AutoRek Financial SaaS product via Azure to a growing customer base.
- Utilised both Terraform and YAML to fully configure and automate the deployment of customer environments in Azure.
- Collaborated on a large codebase in a live production environment, this was done using the GitFlow workflow; applying devops best practices to ensure all code pushed to the main repository was reviewed beforehand.
- Used Azure Devops daily for version control and created YAML pipelines with fully configured branch controls to push to customer environments (CI/CD).
- Performed live production Point In Time rollbacks to Azure SQL databases when a customer upgrade or deployment didn't go to plan.
- Communicated with internal teams / software developers to understand devops requirements and pain points in the deployment process.
- Regularly liaised with customers throughout the setup and deployment of their environments, these meetings were critical to keeping customer relations well.

Infrastructure Engineer - *Peak Scientific*

Aug 2022 - May 2024

- Worked as part of a service desk team providing both on-site (UK) and remote support to a global workforce. Excellent communication was essential to this role due to the global workforce as well as keen problem solving skills when communication was not possible.
- Utilised Azure on a daily basis to configure and manage company users and infrastructure in a hybrid environment, integrating both on-premises and cloud technologies.
- Introduced automation to the IT onboarding process using Powershell, Entra AD and Azure Automations, saving around 30 minutes per new start, streamlining the process and reducing pain points.

- Leveraged Power Automate to extract data from legacy SAP S4 systems. This was done under tight deadlines and saved the business a potential fine of over £50k from a third-party host.
- Produced and held training workshops around Bing Chat / AI for all company employees to aid their use of the newly released product.
- Appointed as mentor for trainees and apprentices in the IT team due to past experience with the apprenticeship program.
- Implemented LanSweeper asset management system as part of a solo project - this was done for all devices (1000+) on our Azure tenant.
- Connected LanSweeper to our ZenDesk help desk instance via the creation of a ZenDesk app using HTML, JS and API calls using Python. Agents could then view user asset info at a glance within Zendesk which aided troubleshooting and saved time.
- Implemented a monitoring solution for global site internet lines using Azure Web Services and uptime-kuma.

Technical Remote Specialist II - DXC

Aug 2021 - Aug 2022

- Worked remotely in a large team of 20+ second line engineers to provide excellent customer-focused second line support to over 10,000 users within the UK
- Held SC level security clearance, so handling confidential information with integrity was a regular occurrence.
- Used Active Directory to fully manage user creation as well as create and update group policy.
- Office 365 and on-premise Exchange Server users administration.
- Created and maintained documentation for the service desk at both first and second line levels.

System Administrator - Scottish Leather Group

Aug 2019 - Aug 2021

- Worked as part of a small service desk team providing 1st, 2nd and 3rd line support to over 300 users across multiple sites in Glasgow
- Created and maintained Windows 10 golden images via Microsoft Deployment Tools and Windows Deployment Services. Saving up to 1 hour per end-user machine deployed.
- Responsible for user creation in O365 and Active Directory; inducting all new employees into the business, introducing them to the IT team and guiding them on how their IT equipment operated.

Apprentice IT Engineer - Scottish Leather Group

Aug 2017 - Aug 2019

- Dealt with all first line calls from users.
- Carried out daily backup and server checks both physically and remotely.
- Kept an up to date stock sheet on all outgoing / incoming user equipment.

EDUCATION

QA Apprenticeships - 2019

IT and Telecommunications Professionals Level 8