
Sam Holden**3 Woodville Court
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Engineer with a passion for problem solving. Aiming to, advance programming skills, learn more about development processes & steadily move towards a more senior role within the next 3 years.

Work & Experience***BookBoon 03/2018 DevOps Engineer***

- Sole DevOps Engineer in small IT team. Maintaining Canonical K8s stack.
- Successfully handled migration from Rancher to K8s in first 6 months.
- Introduced monitoring & logging platforms: Prometheus, Splunk & ELK.
- Design and Implementation, of all K8s app specification deployed via CI & helm.
- Provision of solutions such as layer 7 firewall and routing.
- Maintenance of CI Infrastructure on GitLab.
- Assisting the wider team & mentoring support staff to improve technical skills.

UserReplay 08/2017 – 02/2018 Senior Support & DevOps Engineer

- Assisted with newly established support team to provide technical input for the team to aid management of expanding customer base & sustain company growth.
- Exposed to all aspects of providing support, customer relations, infrastructure support, application, internal & on-call.
- Maintained role in DevOps team assisting with product training for new members of team, product releases & improvements of release & delivery.
- Development of support processes with c-team approval, including prioritisation & issue resolution.
- Maintaining high levels of customer interaction being main technical point of contact for enterprise installations, liaising & consulting uk & international based clients.

UserReplay 01/2016 – 08/2017 Junior DevOps Engineer

- Duties fulfilled extended beyond regular DevOps Engineer; including internal systems administration, security & business process.
- Built a fully automated Docker image containing ELK stack to analyse & visualise proprietary UserReplay system logging.
- Use of Chef for configuration management on AWS platform, secure & swift deployment of reliable systems.
- Worked directly with CIO to implement ISO 27001 criteria, utilising Cisco Meraki to enforce strict policy and to provide reports.
- Develop & deploy company-wide JIRA workflow system, incorporating all tech departments and the development release cycle.

Heathwallace 10/2010 – 12/2015 System Support Analyst

- Varied role in medium sized digital agency, supporting internal tech & windows environments.
- Daily activities included, systems administrations, application & infrastructure support.
- Designed & implemented backup strategy for high profile clients, involving; securing customer data, multiple levels of redundancy, documentation, liaising with 3rd party hosting teams & ensuring efficacy of archived data.
- Amazon Web Services & 3rd party hosting infrastructure management and support.
- Migration from internal active directory infrastructure to 0365.
- CMS system administration & support, CQ5, SiteCore & WordPress.

Technical Skills

Beginner	ModSecurity WAF	Ceph & Rados	Python	Golang
	RabbitMQ	Varnish	ElasticSearch	GitLab
	MySQL & MariaDB	Docker	ELK	Regex
Intermediate	Juju	MAAS	Splunk	Kubernetes
	Amazon Web Services	Ubuntu	Prometheus	Helm
	Linux System Administration	Bash & Linux Command Line	Git	Nginx & Apache
Expert				

Education & Qualification

Personal Achievements

- Foundation Diploma in Digital Marketing. *ShawAcademy 2014*

UserReplay 2017

- Elastic{ON}, elastic user conference & workshops.

Heathwallace 2010 – 2015

- Amazon Web Services, 101 Technical Workshop.
- Adobe, CQ5.4 System Administrator Training.
- Redhat, Systems Administration II Training. (RH254)
- 7Safe, Certified Security Testing Associate. *CrestApproved*
- SiteCore, CMS Systems Administrator.
- ITIL Foundation ITSM, IT Service Management.

QALtd. Apprenticeship 2010

- CompTIA, A+ Certification, Essentials & Technician. (220-601 & 220-602)
- CompTIA, Network+ Certification. (N10-004)
- Installing, Configuring & Administering Microsoft Windows XP Professional. (70-270)
- City & Guilds Level 3 HND.
 - (7266 – 504)
 - (7266 – 510)
 - (7266/7267 – 408/7540 – 235)

Kennet Secondary School 2003 - 2010

- 10 A-C GCSEs including: Art & Design **B**, Science double award **B**, Mathematics **B**, English Language & Literature **C** & ICT **C**.
- 4 AS Levels including Psychology **C** and Art & Design **D**.

Hobbies & Interests

Outdoor activities, mountaineering, rock climbing, hiking & general fitness. Art, attending life drawing and galleries. I have also developed a taste for Arduino/Maker projects and have begun the long journey to creating an automated plant feeding system, this is helping me expand my skills in every direction.