

Contact

jameswardle82@gmail.com

www.linkedin.com/in/jameswardle
(LinkedIn)

Top Skills

Azure DevOps Services

Release Engineering

Build Automation

Languages

English

Certifications

qualified teacher status

Microsoft Certified: Azure
Fundamentals

James Wardle

DevOps Engineer | Azure Specialist | CI/CD & Automation | Mentor & Platform Enabler

Birmingham, England, United Kingdom

Summary

I'm a DevOps Engineer with over 15 years of IT experience, now specialising in CI/CD automation, Microsoft Azure, and platform engineering. I thrive in roles where I can simplify complex deployment processes, improve developer workflows, and lead automation initiatives that scale.

At Mercury, I've delivered faster, more resilient deployments by moving to Azure VM Scale Sets and integrating complex console-based tasks into fully automated release pipelines. I'm currently building a fully automated client offboarding process across Azure services, databases, and DevOps pipelines.

I work closely with developers in daily stand-ups and sprint cycles, mentor junior engineers, and enjoy turning technical solutions into shared knowledge through documentation and training. My background in education adds depth to my communication style and a strong instinct for enabling others.

I'm fully cloud-focused (Azure), comfortable with PowerShell, YAML, Git, and a range of CI/CD and infrastructure tools. I've completed AZ-900 and am currently working toward PL-900.

I'm always looking to grow and contribute to teams where DevOps is a culture, not just a job title.

Experience

Mercury

DevOps Engineer

April 2024 - Present (1 year 3 months)

Led the migration to Azure Virtual Machine Scale Sets (VMSS), improving deployment speed and scalability across a large, multi-tenant client base.

Automated Dynamics environment updates by integrating console tasks into Azure DevOps release pipelines. This enabled fully scheduled, parallel deployments and eliminated manual VM setup.

Replaced default hosted build agents with VMSS-based agents, allowing full control over tooling and dependencies.

Driving automation of the client offboarding process, including removal of Azure resources, database entries (Cosmos DB, SQL), and Azure DevOps pipeline elements. Key items are backed up to blob storage for 90-day recovery.

Work as part of a four-person DevOps team supporting a two-weekly release train. Take the lead on running the release process when required.

Collaborate closely with developers through daily stand-ups and ticket-based workflows, resolving pipeline issues and supporting delivery goals.

Mentor a junior DevOps engineer, maintain documentation in Confluence, and deliver regular team training. Completed AZ-900 certification and currently working toward PL-900.

Monitor deployments post-release using alerts surfaced via Datadog and Microsoft Teams. Engage with pipeline logs and internal dashboards to identify and troubleshoot issues.

Use PowerShell, Azure DevOps, and Microsoft Dynamics within a fully Microsoft-based cloud environment, with a focus on automation, reliability, and developer enablement.

Coventry University

6 years 11 months

DevOps Engineer

May 2020 - May 2024 (4 years 1 month)

Delivered and maintained Azure DevOps pipelines and release processes across multiple teams, acting as platform administrator and release engineer.

Supported and configured Azure services, including dashboards, queues, and integrations with third-party systems like MuleSoft and SonarQube.

Led process improvements across the MuleSoft Anypoint Platform, including API configuration, permissions management, monitoring, and developer onboarding.

Administered and maintained CI/CD infrastructure using Jenkins and SonarQube, performing server upgrades, configuration, and troubleshooting.

Developed and supported SQL and PL/SQL queries across Microsoft and Oracle databases, aiding data reporting and debugging.

Managed Git repositories via CLI, GitHub Desktop, and Azure DevOps, supporting branching, pull requests, and code reviews.

Handled SSL certificate lifecycle using OpenSSL, deployed to multiple server environments including Windows Server and Linux.

Provided third-party application support for platforms like Tableau, Aperture, and Pure, including upgrades, maintenance, and stakeholder liaison.

Worked within Agile delivery cycles, collaborating across technical and business teams to support iterative improvements.

Software Engineer (Application Design, Management and Support)
May 2019 - May 2020 (1 year 1 month)

Maintained and deployed legacy applications (VB6) and web platforms using Visual Studio, Jenkins, Microsoft IIS, and Apache Tomcat.

Supported PL/SQL applications and database processes, writing queries and resolving data issues in Oracle and SQL Server environments.

Managed version control using SVN, including branching, merging, and conflict resolution across legacy systems.

Delivered backend support for enterprise systems including Tableau, iTrent, and CMIS, coordinating upgrades and vendor communication.

Created and maintained internal documentation using SharePoint and delivered training to colleagues as needed.

eLearning Software Engineer

July 2017 - May 2019 (1 year 11 months)

Developed and maintained the university's Moodle platform in collaboration with senior engineers and external partners. Supported user queries and established best-practice processes.

Led the successful migration of Echo360 from an on-prem setup to a cloud-based solution. This included hardware reconfiguration, application setup, stakeholder reporting, and delivering the project ahead of schedule and under budget.

Administered the Turnitin platform, liaising with vendors and internal stakeholders to resolve technical issues, deliver training, and maintain platform documentation.

Created a comprehensive library of support materials tailored to diverse audiences including students, academic staff, and technical users. Content formats included guided video walkthroughs and written documentation.

Delivered training sessions and supported knowledge transfer across academic and IT teams.

Managed the eLearning service desk queue, assigning and resolving tickets, and overseeing change requests.

Mander Portman Woodward Limited (MPW)

Tutor of ICT & Computing

September 2016 - June 2017 (10 months)

Birmingham, England, United Kingdom

Delivered ICT and Computing lessons for Key Stage 4 and 5, including GCSE and A-Level content.

Planned and assessed all aspects of the curriculum, prepared students for exams, and reported progress to senior staff and parents.

Adapted teaching to suit a range of learning styles and academic abilities in a small-class environment.

Shenley Academy

Teacher of ICT & Computing

September 2014 - August 2016 (2 years)

Taught GCSE ICT and Computing (Years 7–11) and CTEC Level 3 IT to sixth-form students.

Developed schemes of work tailored to a mixed-ability student population, tracked performance data, and used it to inform teaching.

Took on pastoral responsibilities as form tutor to a group of 18 students.

Delivered school-wide training sessions on digital tools and techniques.

Managed the Duke of Edinburgh Award Scheme, including staff coordination, student training, and programme delivery.

Swanshurst Girls School

ICT & Network Technician

January 2012 - August 2013 (1 year 8 months)

Provided day-to-day support for school IT infrastructure, acting as deputy to the Network Manager.

Designed and implemented a “bring your own device” wireless network for secure external access.

Automated ID card printing and redesigned the asset management system using QR codes.

Developed internal systems for image capture and improved website functionality.

Moseley School A Language College

ICT / Languages Technician

September 2008 - December 2011 (3 years 4 months)

Provided technical support and training for educational software, CMS platforms, and multimedia tools.

Maintained and developed web servers (LAMP stack), virtual machines, and directory services (Active Directory, eDirectory).

Managed Moodle and SharePoint-based virtual learning environments.

Developed branding and digital content for use in internal and external school communications.

Supported ongoing hardware maintenance, procurement, and budget planning.

Shenley Court School

ICT / Media Technician

December 2007 - September 2008 (10 months)

Northfield, Birmingham

Managed Windows-based servers (Win2k3) and set up web services using WAMP stacks.

Supported classroom ICT hardware and handled audio-visual setups for events.

Produced multimedia presentations and promotional videos for school open days.

Birmingham City Council - Urban design (Agency Role)

Data Entry

September 2007 - December 2007 (4 months)

Managed and updated Microsoft Access databases and Excel systems to ensure accurate and clear information for internal use.

Introduced automation improvements to streamline data handling tasks.

Paragon Labels, Griston, Norfolk

Folding Machine Operative & Ink Technician

June 2005 - September 2007 (2 years 4 months)

Operated and maintained folding and print machinery in a fast-paced production environment.

Worked to strict deadlines and shifting job specs for major retail clients including Tesco and Sainsbury's.

Coordinated with internal teams and customers to meet high quality and compliance standards.

Education

Coventry University

2.1 BA Hons, Communication, Culture & Media · (2002 - 2005)

King Edward's Consortium

Schools Direct Teacher Training with NQT, ICT & Computing/
Teacher · (2013 - 2014)

Coventry University

BA (Hons), Communication, Culture & Media · (2002 - 2005)

City College Norwich

AS, Level Government & Politics, History & Film Studies · (2001 - 2002)

Swaffham Sixth Form College

A, Levels Computer Studies, Business Studies · (1999 - 2001)