

Personal Profile

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Personal Summary

As an experienced System Administrator with a background in IT Automations and security, I am actively pursuing Linux and Kubernetes certifications to further enhance my skills. Seeking a Junior DevOps role in a growth-oriented and positive work environment, I bring strong troubleshooting abilities in networking, operating systems, and security, combined with a deep understanding of DevOps principles. With prior experience administering and troubleshooting SaaS applications, I am eager to expand my knowledge and skills in automation and containerization to make meaningful contributions to a DevOps team.

Key skills

- Basic Linux administration
- Basic Scripting/Programming (e.g., Bash, Python)
- Kubernetes (currently studying for certification)
- Experience working with APIs
- Containerization (e.g., Docker)
- Understanding of Cloud platforms: AWS & Google Cloud
- Understanding of IaaS
- Atlassian Jira Automations
- Networking fundamentals
- Security fundamentals

Work Experience

Tink AB “System Administrator” 2022(DEC)-PRESENT

Responsibilities include:

- Develop and maintain automations for various internal systems (e.g., Google, Slack, Jira) to improve productivity and streamline processes
- Create simple Google AppsScripts to automate routine tasks and basic applications
- Troubleshoot and resolve 3rd line support tickets related to systems, applications, and network issues
- Work with stakeholders to gather requirements and propose solutions for system improvements and enhancements
- Assist with the cloud migration of domains for companies acquired by Tink
- Maintain and administer company-wide infrastructure, including servers, storage, and networking equipment
- Monitor SaaS system performance and proactively identify and address potential issues
- Collaborate with other IT teams to implement changes and upgrades to systems and applications
- Create and maintain documentation for system configurations, procedures, and policies
- Participate in disaster recovery and business continuity planning and testing

Klarna AB “Support Engineer” 2022(JUNE)-2022(OCT)

- Provided Level 1 & 2 IT support for Klarna's employees onsite and remotely
- Administered/troubleshooted SaaS tech stack: Google Workspace, Jira, Azure Active Directory, Jamf, and Slack
- Troubleshooted Slack configurations, workflows, and automations

- Troubleshooted devices using the terminal and command line
- Troubleshooted network and VPN issues
- Provided security guidance to employees
- Troubleshooted MacOS, Windows, iOS, android, and some Linux devices
- Contributed to IT knowledge base through documentation
- Participated in projects related to Problem Management
- Consistently resolved the highest number of tickets per month

Meet IT Solutions “IT Security Engineer” 2022(FEB)-2022(JUNE)

- Administered Email Security Protection services and investigated cyber security attacks
- Configured and monitored endpoint security for customers and investigated potential threats
- Educated users on identifying suspicious activity and security best practices
- Generated technical and non-technical reports for stakeholders
- Responded to phishing emails and account takeovers
- Configured DNS records for email security authentication protocols
- Administered customers' systems and networks
- Configured both on-premise and cloud-managed networks

Tink AB, Stockholm “IT Support Engineer” – 2021(OCT)-2022(FEB)

- Provided Level 1 & 2 IT support onsite and remotely
- Administered/troubleshooted SaaS tech stack: Google Workspace, Jira, BetterCloud, Miro, Trello, Jamf Pro, 1Password, and Slack
- Administered Google Workspace via the Google Admin Panel and command line interface
- Assisted with video conferencing setup and troubleshooting
- Maintained local network and infrastructure
- Prepared equipment and software access for employees
- Contributed to IT knowledge base through documentation
- Headed minor projects, such as enforcing security patches
- Managed access requests to different systems
- Handled office-related tasks like ordering supplies, licenses, and hardware

Certifications

2022 (CompTIA) A+ : Certified

2022 (CompTIA) Network+ : Certified

2023 Certified Kubernetes Administrator (CKA) : Pending

Education

2019-2020 (University of Chester)

MSc Exercise & Nutrition Science (Distinction 70%)

2016-2019 (University of Chester)

BSc Physical Activity & Health (First Class 70%)

2014-2015 (Winstanley College) AS Levels

Geography B - Psychology C - Law C - Philosophy D