A person smiling for the camera

Description automatically generated**Personal Profile**

**Email:** paulweaver97@hotmail.com

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**DOB:** 06/07/1997

**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 IaaC
* 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 Appscripts 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 t 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)**

* Administrated 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