

Scott Gray

Newcastle upon Tyne

scott@scottgray.dev | linkedin.scottgray.dev

SUMMARY

With over 15 years of experience across diverse technology disciplines and industries, I have consistently demonstrated a passion for learning new technologies and adapting to ever-changing environments. For the past four years, I have served as a Lead Technical Consultant at Citrix, focusing on secure accounts and excelling in solution integration, implementation, and troubleshooting within high-pressure settings. I am skilled in collaborating with stakeholders to ensure smooth deployments and optimal system performance. I am excited to apply my expertise in streamlining workflows and driving operational efficiency across various tools and platforms.

Technical Skills

PowerShell | Bash | Microsoft Azure | C# | .NET | | Version Control | Terraform | Ansible | GitHub Actions | GitOps | Python | Azure DevOps | Docker | Node | ELK Stack | Splunk | nginx | Citrix DaaS

EXPERIENCE

Lead Technical Consultant, Cloud Software Group (Citrix)

November 2020 – Present

- Led cloud migration projects for enterprise clients in utility, telecommunications, media, financial services, and retail industries, designing tailored Azure solutions utilising ARM and Terraform, and providing ongoing support for their on-premises environments, resulting in improved efficiency, reduced costs, and enhanced scalability
- Led integration, testing, and troubleshooting efforts to ensure the successful deployment of application and platform updates, resulting in seamless integration and improved system performance utilizing Azure DevOps pipelines
- Applied the Azure Well-Architected Framework to analyse customer environments, identifying opportunities for improvements in security, reliability, performance, cost optimization, and operational excellence, leading to enhanced system efficiency and reduced costs
- Presented the benefits of Infrastructure as Code (IaC) and desired state configuration using Terraform and Ansible to internal colleagues, highlighting time savings and consistency
- Providing guidance, coaching, and assistance on a 1:1 basis to junior colleagues when needed

Technical Assurance and Implementation Engineer, DXC Technology

August 2017 – November 2020

- Contributed to the QA testing and integration team, executing blue-green and canary deployments for large government agencies and health care, while adhering to strict change control and release management governance
- Identified application inconsistencies and bugs before release, worked on identifying solutions with third parties, internal testing team, and pilot application users, resulting in more streamline application deployments
- Created and maintained application dashboards that ingested data from various sources using PowerShell and LogStash, pushed the data to Elasticsearch, and presented it with Kibana behind a nginx reverse proxy. This helped to streamline operational readiness tests and quickly identify anomalies

Software Delivery Consultant, DXC Technology

September 2016 – August 2017

- Executed daily operational readiness tests for VDI and EUC environments, troubleshooting and resolving issues to ensure systems were fully prepared for use at the start of each day.
- Served as a Subject Matter Expert, overseeing and optimizing application deployments across servers, desktops, laptops, and thin clients
- Served as Technical Change Lead, and trusted advisor, on technical and change advisory board, coordinating and approving application changes, updates, and new deployments
- Packaging applications and remediating issues with existing packages using RADIA, SCCM, and AppV
- Identified opportunities to reduce recurring issues that slowed engineering workflows and impacted efficiency. Created automated tooling using PowerShell, .Net and C# to address frequent problems, resulting in reduced resolution times and increasing productivity

Technical Support Engineer, Convergys

June 2015 – September 2016

- Provided remote technical support in the EMEA team for a leading data storage solutions provider.
- Handled break-fix scenarios and collaborated with partners, customers, and field engineers to resolve complex issues, and worked with suppliers to ensure parts were available and delivered on time
- Leveraged skills in file (SMB, NFS) and block access (FCP, iSCSI, FCoE), diagnostics, and performance analysis
- Supported networking (TCP/IP, VLAN, Routing, Switching), UNIX/Linux systems, Windows Server, Cisco/Brocade FC, and VMware ESX – with exposure to FreeBSD used on storage appliances

Qualifications

Leeds Beckett University

- Bachelor of Science (BSc), Applied Computing (2012 – 2013)
- Foundation Degree in Science, Networking and Security Technologies (2010 – 2012)

Certifications

- Terraform Certified Associate (In Progress)
- Microsoft Certified: DevOps Engineer Expert (In Progress)
- Citrix Virtual Apps and Desktops Service Integration with Microsoft Azure (C-VAD-MA)
- Citrix Virtual Apps and Desktops Service on Citrix Cloud (CC-VAD-CC)
- Citrix Certified Associate – (CCA – V)
- NetApp Certified Data Administrator, Data ONTAP 7-Mode
- LogicMonitor Certified Associate
- Azure Fundamentals