

Todd Blakeman

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PROFILE

As an accomplished IT Engineer with over 5 years of hands-on experience in the industry, I have honed a robust skill set in system administration, network management, and IT support. My expertise includes managing complex IT infrastructures, troubleshooting critical issues, and ensuring optimal system performance. Driven by a passion for technology and continuous improvement, I am now eager to transition into the dynamic field of cloud engineering. Leveraging my extensive background in IT, combined with a deep interest in cloud technologies, I am committed to delivering innovative cloud solutions that enhance scalability, security, and efficiency. I am most proficient in AWS and Azure platforms and continuously expand my knowledge through personal education.

EXPERIENCE

IT Engineer, Computer Friendly Consultants Ltd

January 2022 – Present

- During my tenure at CFC, I successfully navigated and thrived in increasingly complex environments and advanced technologies. By frequently working with routers and networking equipment through both GUIs and CLIs, I significantly expanded my expertise in networking and computing. This hands-on experience not only deepened my technical knowledge but also introduced innovative methods for system interaction and management. My proactive approach and ability to adapt to new challenges have driven tangible improvements in system efficiency and reliability.
- At CFC, I play a pivotal role in the company's strong emphasis on Disaster Recovery (DR), ensuring clients are safeguarded against data loss incidents of any scale. For the first time, I had the opportunity to interact with and configure in-depth, enterprise-grade DR solutions. This experience honed my focus on data security and the protection of clients' infrastructure and core systems. It significantly enhanced my understanding of cybersecurity procedures and advanced methods, enabling me to implement robust solutions that better protect our clients.
- In my role at CFC, I frequently visit clients' workplaces, including commercial offices and residential settings, to install new hardware and troubleshoot issues that cannot be resolved remotely. By managing my own schedule, I have gained significant autonomy, allowing me to optimize customer relations and deliver hands-on support effectively. This role has enhanced my ability to operate independently, foster strong client relationships, and provide timely, high-quality technical solutions.

IT Support Engineer, Mellow Marsh Software Ltd

August 2019 – December 2021

- Working within a MSP environment involves taking calls throughout the day whilst also managing fast paced ticket queues and incoming emails.
- Exposure to PBX, Phones systems and Telephony technologies is something that, until now, I have not been able to experience and it has really inspired me to dive into these kinds of problems head on in order to develop the less experienced aspects of my skillset.

Service Desk Analyst, Advanced

January 2019 – August 2019

- I was required to communicate with a multitude of individuals at a variety of IT skill levels. This made communication and excellent customer service an essential part of my skill set. Being a Service Desk Analyst

Operational Support Grade, HMP Featherstone

May 2016 - January 2019

Crew Member, McDonald's

May 2014 - May 2016

PROJECTS

In addition to my professional experience, I dedicate personal time to advancing my knowledge and understanding of cloud technologies through continuous personal development. I regularly complete online courses focused on various cloud skill sets and apply these lessons to projects that utilize the common technology stack of a Cloud or DevOps Engineer.

AWS Cloud Resume Challenge

<https://github.com/ToddBlakeman/aws-cloud-resume-challenge>

I successfully completed the AWS Cloud Resume Challenge, demonstrating proficiency in a wide range of AWS services and modern web technologies. This project involved deploying a personal resume website utilizing EC2 for hosting, S3 for static file storage, and CloudFront for content delivery. I incorporated HTML, CSS, and JavaScript for the front-end development and used Terraform for infrastructure as code. Additionally, I implemented serverless functions with AWS Lambda, utilized DynamoDB for database management, and secured the site with AWS Certificate Manager. I also managed external DNS hosting to ensure seamless domain integration. For source code control, I leveraged Git and GitHub, and I used GitHub Actions to implement CI/CD pipelines, ensuring efficient and automated deployment processes.

KEY SKILLS

- Azure & Office 365
- All Microsoft Server environments
- Advanced Networking
- Windows Domain environments
- Windows 7, 8, 8.1, 10 & 11
- AWS (EC2, S3, VPC, EBS, ELB, Route53, RDS, IAM, Lambda, CloudFront)
- Linux
- Terraform
- GIT, GitHub
- CI/CD (Jenkins, GitHub Actions)
- Containerization (Kubernetes, Docker)
- Hyper-V/VMware
- Firewall/Router/Switch Configuration
- Disaster Recovery Solutions
- General PC, Laptop, Mobile Device repair & maintenance
- On-site support and customer service
- VoIP/SIP/Cloud PBX Systems
- Terminal Servers/RDS/RDP
- Broadband services (Leased Lines, ADSL/VDSL/FTTP)
- MacOS, iOS
- A variety of MSP ticketing and monitoring systems
- Knowledge of HTML, CSS & JavaScript

EDUCATION

Stafford College (2012-2014)

BTEC Level 3 Diploma Sports & Exercise Sciences

Cannock Chase High School (2008-2012)

GCSE's:

- PE – A
- English Literature – B
- English Language – B
- Mathematics – B
- Core Sciences – B
- Additional Sciences – B
- History – C
- Graphic Design – C
- BTEC Sport – D*