

Todd Blakeman

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PROFILE

As an accomplished IT Engineer with over 6 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 a more dynamic role working closer with cloud technologies. Leveraging my extensive background in IT, combined with a deep interest in new 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 as well as working experience.

EXPERIENCE

IT Engineer, Computer Friendly Consultants Ltd

January 2022 – Present

- I have been involved in key infrastructure projects, including a major server hardware migration for a 24/7 client with zero downtime tolerance. I managed the decommissioning of legacy servers, ensuring thorough data backup and documentation. I coordinated the domain migration using tools like ADMT, installed and configured new server hardware, and verified system functionality.
- I work extensively with routers and networking equipment, using both GUI and CLI to configure or troubleshoot infrastructure. This hands-on experience has strengthened my networking skills while introducing automation and infrastructure-as-code concepts to enhance system efficiency and reliability.
- I play a key role in implementing enterprise-grade Disaster Recovery (DR) solutions, ensuring business continuity for clients. This involved cloud-based backups, failover strategies, and security best practices, deepening my expertise in scalable, resilient infrastructure and cloud-based DR methodologies.
- Working in a remote-based environment has strengthened my ability to troubleshoot and resolve complex technical issues independently while maintaining strong collaboration with my team. I proactively identify and address infrastructure challenges, leveraging my technical intuition to find effective solutions while ensuring clear communication and coordination with colleagues to drive efficient problem resolution.
- I provide on-site support, deploying hardware, and resolving complex technical issues, working across a variety of commercial and residential environments. Managing my own schedule has improved my autonomy and client relationships while enhancing my experience with hybrid cloud and on-premises infrastructure integration.

IT Support Engineer, Mellow Marsh Software Ltd

August 2019 – December 2021

- Working within a fast paced MSP environment involved taking calls throughout the day whilst also managing ticket queues and incoming emails.
- Exposure to PBX, Phones systems and Telephony technologies is something that, until now, I had 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
Crew Member, McDonald's**

**May 2016 - January 2019
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)
- PowerShell and Bash scripting
- Linux
- Terraform
- GIT, GitHub
- CICD (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 and Python

EDUCATION

ArcServe StorageCraft Certified Engineer

Stafford College (2012-2014)

BTEC Level 3 Diploma Sports & Exercise Sciences

Cannock Chase High School (2008-2012)

GCSEs in Maths, English Lit & Language, Core & Additional Sciences, Physical Education, History, Graphic Design and German all to a grade of B or higher.