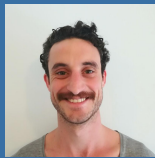


Andrew Speak



Devops/Cloud Computing

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📅 10/10/1989

📄 PROFILE

Ambitious DevOps/Cloud Engineer with 4 years experience in cloud services and technical support. At GoDaddy, I honed diagnostic and problem-solving skills, excelling in technical support and leading high-performing teams. My time at Google Cloud deepened my knowledge in cloud services and strengthened my ability to innovate and communicate between departments in technical environments. Combining technical knowledge with strong interpersonal skills, I drive efficient solutions and collaboration. Finally with my time at Ironhack I have gained the essential experience and knowledge of the tools and philosophies required to succeed as a Devops/Cloud Engineer.

🌐 LANGUAGES

English ● ● ● ● ●

Spanish ● ● ● ● ●

🧠 SKILLS

Linux

Admin - Users -Scripting

AWS Console

EC2 - S3 - ALB - VPC -IAM

Docker

Images - Containers - Compose

Terraform

Provision of AWS infrastructure

Ansible

Playbooks - Roles

Kubernetes

Deployments - Services - Volumes

Cpanel

Hosting - FTP

Domains

DNS - Management

👛 PROFESSIONAL EXPERIENCE

Ironhack

Devops & Cloud Computing

09/2024 – present | Barcelona, Spain

Outline Gaining practical experience with cloud computing and DevOps tools through various projects utilizing SCRUM methodologies.

Key Highlights

- Using **Linux** for system administration and scripting.
- Managed cloud infrastructure using **AWS Console** and **Azure Console**.
- Utilized **Docker** and **Kubernetes** for containerization and application orchestration.
- Implemented **Terraform** for infrastructure as code and automation.
- Applied **Ansible** for configuration management and provisioning.
- Collaborated on multiple projects to provision working applications, adhering to SCRUM principles for efficient and iterative development.

Teleperformance - Google Cloud

Pre-Sales Team Leader

08/2023 – 08/2024 | Barcelona, Speak

Outline Led a team of Business Development Representatives on the Google Cloud Project.

Key Responsibilities

- Trained, Coached and mentored team members to enhance performance and refine sales techniques.
- Collaborated across departments to align activities and strategy with Google's standards and objectives.
- Analyzed cloud usage and pain points, proposing tailored solutions to tech companies.
- Presented KPI reports to Google representatives, ensuring clear communication and alignment.

Teleperformance - Godaddy

Sales/Tech Support - Guide/Supervisor

11/2019 – 08/2023 | Barcelona, Spain

Providing advanced technical support to GoDaddy customers and leading a high-performing team to deliver exceptional service and achieve KPIs.

Key Highlights

- Diagnosed and resolved complex issues in **hosting (cPanel), domains and DNS, SSL certificates, web security, WordPress hosting, and Website Builder**.
- Coached team members on advanced troubleshooting and customer engagement, driving technical excellence and performance.
- Monitored service delivery to ensure consistent alignment with technical protocols and customer satisfaction.
- Presented KPI reports to senior management and provided actionable insights for improvement.
- Onboarded and trained new employees, fostering expertise in technical support and diagnostic tools.