

Alex Wicks



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ABOUT ME

Skilled & dedicated IT professional with a keen personal interest in technology since early childhood. I have a diverse range of experience across on-premises & cloud environments. I'm seeking a challenging role where I can leverage my expertise in optimising system performance, implementing automation solutions, and ensuring high availability and scalability of critical applications, while learning new things along the way.

EXPERIENCE

January 2022 – Present

Speechmatics

Operations in a hybrid cloud environment (Azure, self-hosted colocation). Deployment of on-premises NVidia A100 GPU cluster for high-performance ML training. Migration to new colocation premises due to cooling & power requirements for new GPU cluster. Day-to-day ops of Azure SaaS environment such as release engineering and incident response. Improvements to hybrid-cloud networking, optimising engineer workflows. Embedding in other teams, assisting with infrastructure requirements.

Senior Site Reliability Engineer

July 2021 – December 2021

CapGemini (HMRC Market Unit)

Platform monitoring in a cloud-native (AWS) environment. K8S & legacy EC2. Prometheus monitoring across thousands of nodes, aggregation across all clusters using Thanos. Long-term metric retention (with reduced resolution) for compliance requirements. Implementation of blackbox monitoring system for crucial platform services e.g. Consul, Vault. Alertmanager & Slack to notify when platform services breach SLAs, enabling swift incident response. Migration of monitoring services from legacy EC2 stack into K8S.

Platform Engineer

September 2020 – June 2021

Flextrade Systems

Implement PXE automation for bare-metal K8S deployment. Migrate build environment to bare-metal K8S cluster, improving build times by 35%. Implement modern monitoring stack (Prometheus, Alertmanager, Grafana) for build environments. Lead cross-functional initiative for application deployment automation, reducing customer service engineer toil.

DevOps Engineer

January 2020 – August 2020

Mentoring & training junior engineers to complete BAU tasks. Leading end-to-end VM deployment automation framework, reducing BAU toil for junior engineers.

Systems Administrator

March 2019 – August 2020

Operations & incident response in complex on-premises SaaS environment, including participation in an on-call rota. Multiple geographies spanning EMEA, APAC and AMER. Linux & Windows systems administration and config management. Network tasks & troubleshooting - firewall configuration, layer 2 switching, basic routing, packet capture analysis (tcpdump, mitmdump, wireshark), TCP & TLS troubleshooting. VMware and bare-metal hardware management. Storage administration (SANs, backup servers).

Junior Systems Administrator

August 2017 – February 2019

Vyper Networks

First line desktop support. On-premises customer visits. Linux web & mail server administration.

Junior Systems Administrator

EDUCATION

2018

Certification ID 180-199-853

Red Hat Certified System Administrator

2015 – 2017

Northgate Sixth Form

Mathematics, Physics, Computer Science

A Levels