

Experience

Senior Server and Storage Analyst

11/2021 - Present

West Yorkshire Police

- Implemented a multi-subscription Azure tenancy allowing for separation and scalability of core services, networking, and identity, with Azure Sentinel integration.
- Currently designing and implementing a proof-of-concept Robotic Process Automation solution which is provisioned using Terraform and CI/CD pipelines for fast, consistent, and scalable deployment.
- Developed governance strategy and policies for Azure tenancy, including enforcement of mandatory tags and policies to prevent accidental expenditure.
- Configured core services: Azure Firewall, Azure Networking, IAAS, DNS, DHCP, Active Directory, NetBackup. Also deployed Azure VM's to extend Active Directory Domain Services and Infoblox DNS services from on-premise to the Hybrid Cloud environment.
- Developed Python scripts to perform housekeeping tasks within NetBackup, such as parsing through backups and identifying orphaned images, running unit testing functions to dictate whether to expire or re-import said image, leading to decreased storage consumption and assurance of functional backups.
- Developed PowerShell scripts to automate administration tasks, such as parsing NetLogon logs to find and rectify incorrectly configured subnets, reducing network traffic and lowering the risk of routing issues, as well as scripts to automate the identifying and assigning of server patching tasks to support teams, resulting in consistent patch management.
- Worked with suppliers, Senior Leadership Teams, and Project Managers to translate business requirements into well-architected application solutions for the organisation, using technologies such as Azure, Kubernetes, Docker, Terraform, and Ansible.
- Managed the performance and well-being of team members, providing assistance with workstreams and training to develop technical skills.
- Lead the annual IT Health Check for my team, delegating and documenting security vulnerability remediation tasks, and being personally responsible for ensuring remediation and improvement of our security footprint.

Server and Storage Analyst

06/2017 - 11/2021

West Yorkshire Police

- Implemented GitLab CI/CD pipelines for continuous deployment of proxy auto-configuration file and IE Enterprise Site List, reducing probability of update-related issues through automated testing.
- Created static websites using Python, Django, and Azure App Service, with website code being automatically deployed via GitHub.
- Re-designed the group policy infrastructure to allow for easier management and securing of end user clients and servers, improving security footprint.
- Managed the Active Directory Domain Services environment, securing and upgrading domain controllers and domain/forest functionality levels.
- Designed and implemented a highly available NetBackup solution with the ability to cater to the organisation's information retention requirements.
- Managed the enforcement of LDAPS Channel Binding, as well as the disabling of vulnerable services such as LLMNR and NetBIOS-NS, with a focus on causing minimal impact and disruption to the organisation.

Service Desk Operator

06/2016 - 05/2017

West Yorkshire Police

- Provided 1st/2nd line support for over 11000 users, across over 30 applications and services.
- Focused on improving efficiency by developing and sharing PowerShell scripts and Microsoft Orchestrator runbooks to automate and simplify common tasks.
- Ensured that incidents and requests were recorded accurately to allow for searching and monitoring of issues and trends.

Customer Service Technician

10/2012 - 06/2016

Fujitsu Services

- Troubleshooted and resolved 1st line issues using various toolsets such as Active Directory, Citrix XenDesktop, and Microsoft Exchange.
- Administrative Duties; managing NTFS permissions, creating user accounts, shared mailboxes and distribution lists.
- Acted as the Service Desk trainer to provide technical support to colleagues and was also responsible for managerial tasks such as making sure incidents are delegated, progressed, and customers updated.

Education

Microsoft Certified: Azure Administrator Associate	03/2022
Microsoft Certified: Azure Fundamentals	03/2021
City & Guilds Apprenticeship: ICT Professional Competence, Systems and Principles	02/2014
Wakefield College: A-Level Applied ICT	06/2012

Skills

Azure, Terraform, CI/CD, Git, Linux, Docker, Ansible, Kubernetes, Python, PowerShell, NetBackup, On-Premise Infrastructure Solutions.