

Professional Profile

An experienced IT professional currently working in all aspects of DevOps including Operations, Incident management, Service management, Problem reporting, Technical support, network maintenance and internal client helpdesk support and management. Having gained robust technical exposure whilst working for a number of organisations I have become relied upon in my career to date to support business critical IT infrastructure and services. I excel at operating within deadline driven environments, with hands on experience in supporting projects and providing technical insight. Complementing my skill set, I am now seeking a suitable role where I will have the opportunity to utilise a broad IT skill-set and continue professional development.

Key Skills

- **Problem Solving and Planning:** Innovative and proactive planner with astute problem solving skills. Able to successfully formulate solutions and strategies to ensure company or department objectives are met through strategic deployment of IT policies and procedures.
- **Team Working:** Effectively able to work as part of a team as well as on own initiative. Possesses a hands-on approach, enjoys being part of a strong team and works closely with other departments especially within an Agile DevOps environment. Able to contribute knowledge and experience to colleagues.
- **Communication and Interpersonal Skills:** Commands exceptional people and relationship management skills. Able to analyse results and clearly present findings when it comes to suggesting improvements and making recommendations on IT systems and fault finding processes.
- **Client Services:** Experienced in establishing needs and issues from clients and proposing timely solutions to support business operations. Reputed for providing support beyond job expectations and providing out of hours coverage to mitigate any interruption to IT systems.
- **Professional Development:** Committed to expanding on technical and soft skills to support performance and knowledge in the domain. Grasps any opportunity to learn new platforms and current best practice. Has attended various courses to support knowledge including but not limited to, Solaris Administration, Bash Scripting.

Technical Competencies

Operating Systems:

Ubuntu ,Debian, RHEL,CentOS,VMware ESX Server, Windows (NT4, 2000, XP, 2000 – 2012 Server, Windows 7, 8, 10) , MacOS

Cloud Platforms:

AWS & Google Cloud Platform

Applications:

Containerisation using Docker, Orchestration using Kubernetes, CI/CD with GitLab, AppDynamics / Splunk / Nagios, MS SQL Server 2014 /2008R2 / Active Directory / Apache Web Server / Nginx Web Server/ Coldfusion Server / PHP / MySQL Server / IIS Server / Avaya IP Office 9 /Qmail Server / DNS Server / Symantec Endpoint Protection Server, Bugzilla, Subversion, Confluence, Jira, MS Office, Quintiq Planning application (Server & Client)

Hardware:

HP Proliant Servers / Cisco Routers and Switches / HP, Lenovo, Dell, Acer Laptops and Workstations

Education & Professional Development

Professional Courses

Solaris Admin / Perl Programming / Bash Scripting / MS SQL 2000 Server / Percona MySQL, Red Hat Enterprise Linux / Veritas NetBackup, currently embarking on AWS certification

BSc Natural Sciences

Brunel University • 1995

A Levels

Physics / Chemistry / Biology • Alperton High School • 1992

O Levels

Inc. English / Maths / Science • Al Nahda School Abu Dhabi UAE • 1990

Professional Experience

August 2019 – Present

Red Sift Ltd

DevOps Manager

Key Responsibilities:

- Ensuring that the Red Sift infrastructure and computational platform is maintained and using up to date components
- Building Kubernetes clusters on bare metal servers and on VMs using etcd as the datastore, Flannel and Docker as the CNI and CRI
- Using Ansible to automate deployments of the Kubernetes cluster and containerised applications , eg Data Dog
- Creation of on call rotas and implementation of incident management procedures to promote platform stability and reduce outages

April 2018 – August 2019

Capgemini Consulting

Enterprise Architect

Project assignment with HSBC Digital Retail Banking and Wealth Management

Key Responsibilities:

- Embedded within HSBC Digital's Digital Operation Practise on a Digital Transformation project to bring DevOps methodologies and expertise to all the Cross Functional Teams within HSBC Digital and ensure best practises are followed
- Translating ITIL frameworks to fit with Cloud Native applications and infrastructures
- Scrum Master for daily standups. Motivating teams in Hong Kong and India to deliver meaningful outcomes that meet HSBC's needs using Agile techniques
- Successful deployment of HSBC Digital's AWS hosted OpenBanking developer portal to allow Third Party Providers access to internal APIs in compliance with PSD2 regulations.
- Ensuring that all Non Functional Requirements for HSBC Digital releases are adhered to and projects are deployed on time
- Producing metrics to measure team and process velocity to identify areas where Automation can remove inefficiencies
- Working with IT Service Owners and Digital Service Managers to make sure new services/APIs adhere to ITSA and in house License to Operate requirements
- Taking part in Design Authority meetings, Incident calls
- Working with stakeholders and building relationships between teams to improve collaboration to drive efficiency and reduce complexity within processes
- Passionate about understanding service architecture and integration points, yet open-minded with regard to problem solving

November 2017 – April 2018 Lush Digital

DevOps Engineer

Key Responsibilities:

- DevOps engineer at Lush's London office. Working to support Lush's E-commerce retail infrastructure.
- Building and maintaining the cloud infrastructure on Google Cloud Platform using Kubernetes.

- Working with remote DevOps teams and local developers.
- Implementing monitoring and site reliability engineering solutions.

May 2015 – November 2017 Ericsson Broadcast & Media Services
DevOps Engineer

Key Responsibilities:

- Technical owner for key platforms vital for the production and broadcast of subtitles and audio description for the BBC, Channel4, Channel5, Sky & BT Sport, for both linear and VOD platforms.
- Technical owner of the business' Quintiq Planning application. Responsible for migrating it from physical hardware to a new virtualised environment with a HA SQL back-end. Working with Quintiq on new features and bug fixes.
- Working closely with project managers and providing technical guidance to key stakeholders, operational teams
- Reporting to senior leadership on proposals and projects to reduce cost and increase productivity within teams
- Working in an Agile environment that embraces the DevOps mindset. Using Kanban to optimise workflows within teams.
- Coordinating with many disparate and geographically discrete teams, (UK, Europe, USA, North America, Australia and India)
- Providing training on new technologies and solutions to 1st/2nd line support teams
- Working with Change Management and Due Diligence when implementing platform upgrades, application updates or migrations to ensure business continuity. Ensuring all procedures and policies are adhered to according to internal and external client's criteria
- Working with external development partners in designing and implementing solutions
- Creating Documentation and the dissemination of information on current live systems and solutions
- Automation of workflows using AWS Lambda, powershell or bespoke solutions.
- Working with Support, Operations, Infrastructure and Projects teams to bring about solutions to meet customer's needs
- Migrating legacy applications to newer infrastructures or technologies to increase resilience, security, efficiency and reduce operational overheads and costs

May 2003 – May 2015 Mediatel Ltd.
IT Operations & Infrastructure Engineer

Key Responsibilities:

- Responding to business IT issues and providing reactive troubleshooting support, particularly for servers, firewalls, networking and phone systems.
- Sought upon to maintain and manage the day-to-day running of the entire IT infrastructure for the company including servers, workstations, networking, and printers.
- Providing comprehensive desktop, provisioning and user support. Prioritising workload according to current demands and critical level.
- Play an integral role within a 2 man IT team responsible for supporting not only business users, but also a team of Developers, both local and geographically remote. Experienced in working within a DevOps environment.

- Relied upon to provide insight and support within new business IT projects. Working with the Development Team on new projects and providing subsequent assistance through the costing and sourcing of hardware and software.
- Sourcing, negotiating and managing supplier relationships and leveraging terms according to cost control efforts for the business.
- Providing hardware maintenance and support, notably throughout the upgrading or patching of servers, workstations or applications and hence improving the stability of the IT infrastructure.
- Relied upon to provide out of hours support as per rota and escalating critical issues through required channels.
- Maintaining hardware at the data centre and ensuring all specifications and capacities fall in line with current and anticipated demands of the business.
- Support, administer and configure a wide range of OS and applications, both proprietary and open source.
- Configuration, Management and Administration of virtualized IT infrastructure using VMware ESX Server and Amazon Cloud EC2
- Ensuring the provision of IT infrastructure (physical, virtualized and cloud) monitoring through the set up and maintenance of Nagios, Cacti and other SNMP monitoring systems.
- Reputed within the business for playing a key role in the migration of 40 users over 2 office moves, within 3 years – without exception.

Sep 2001 - Apr 2003

Saudi Telecom Ltd.
Network Manager

Key Responsibilities:

- Accountable for the monitoring and maintenance of the network infrastructure for the business. Ensuring the adequate provision of support for the Saudi Arabian region through a team of Network Administrators, using HP OpenView.
- Sought upon to disseminate weekly management reports to senior management with associated commentaries and insight.
- Creating a work place environment amongst the team orientated to performance, teamwork and purpose. Providing constructive feedback as required to support professional development and performance.
- Understanding current and future needs of the business network and working with required personnel or department to ensure the timely implementation of any upgrades or updates.

Previous Employment:

Dec 1996 - Sep 2001

British Telecommunications PLC
Solaris Server Administrator (BT Internet)

Key Responsibilities:

- Maintained and managed critical application Solaris servers.
- Team leader to a group of engineers providing 1st-3rd line support. Managed escalation procedures.
- Upgrading and maintaining core networking hardware.
- Implementation of server intrusion detection systems and security policies.
- Ensured that failover connectivity was always available.

Additional Information

Interests:	Travelling / Hiking / Cinema / Reading / Current Technology
References:	Available on request