

Professional Profile

Hands on IT Operations Manager with over 10 years of experience. Technical Lead & Subject Matter Expert.

Currently managing a DevOps team, responsible for driving forward the team while being involved in all levels of their technology stack (cloud and physical infrastructure).

I hold a BSC in Business computing from the UEA and I am an experienced and certified Agile project manager. I not only understand and can implement complex technical solutions but I am also able to explain and simplify these systems and processes thus allowing those outside of the IT field to better leverage and understand them.

Competencies: Infrastructure, Wintel, L/Unix, Kubernetes, Azure provision and management, Systems Support, People Management, Agile Project Management, Virtualisation, Governance, Mentoring and Team Development, Security, Web Server Configuration, Virtual Networking.

Career Summary

06/2018 - Present

**Head of DevOps:
Nielsen Brandbank**

Managing, and scrum mastering a team of five providing the operational hosting, support and tooling for all company wide production and non-production environments. Built upon a mixture of Windows, Linux and Kubernetes/Docker container hosting. Main focus of team is the migration of on-premise estate to Azure as a mixture of IAAS and PAAS solutions. Integration of our legacy infrastructure into our parent company's global platform and the implementation of a CI pipeline for our release process, all while ensuring system availability of API based web services and bespoke web sites used to feed FMCG product data to all major worldwide grocery retailers.

- Overall accountability for the design, installation, and support of the infrastructure both on-premise and in the cloud that supports the needs of the business and development teams.
- Ensure global availability of all services.
- Designing of containerised applications solutions, running on highly available, cloud and physical based nodes.
- Acted as third line escalation point to troubleshoot application and operating system problems and suggest possible performance tuning.
- Designed and implemented the software development tool stack from top to bottom in consultation with the development and testing teams.
- Leading the on going cloud migration of on-premise Microsoft Stack to Azure based IAAS solution.
- Leading the project to integrate company's network and hosting into parent company after acquisition.
- Lead project to relocate Business infrastructure (including Data Center) to new location. This involved ground up redesign and specification of fully redundant server hosting solution based upon Microsoft Hyper V clustering and Dell Compellent SAN's.
- Leading global projects, including design and deployment of the businesses systems and services into new markets.
- Ensured management receives data necessary to make strategic and tactical decisions.
- All projects managed using Agile methodology and delivered using sprint / scrum processes.
- Configure and manage Azure subscriptions, assets access and structure including IAAS, VNET's, ASE's and container hosting.
- Work with Technical Architects and business teams to develop and maintain suitable platforms and processes to deliver the goals of the business.
- Ensure systems and processes provided adhere to ITIL V3/V4 best practices, and are aligned with the work of the ITSM team.
- Provide 2nd and 3rd line technical support for the business and development for multiple production

and non-production environments.

- To manage and be a part of an on-call team responsible for the health of a 24/7 production system.
- Azure financial forecasting and reporting using cloud costing tool for Finance and Board.
- Planning and scheduling for infrastructure upgrades, e.g. workstation migration and core switching refreshes.
- Manage critical partner relationships including contract negotiation and service levels.
- Manage the trade-off between time, cost and quality in the delivery of IT operational services.
- Strong technical knowledge of IT infrastructure/hardware including demonstrable experience building and maintaining an IT estate's infrastructure
- Excellent communication skills including: building links with other technical teams, running workshops, leading decision-making.
- Technical evangelist, with up to date understanding of latest technologies.
- Work well under pressure and to tight deadlines.

06/2017 – 05/2018

**Head of Technical Infrastructure:
Nielsen Brandbank**

Head of DevOps is an extension of this role. This core role and facets were the same minus the elements of containerisation and CI/CD pipeline work.

11/2015 – 06/2017

**Infrastructure and Support Manager:
Brandbank Limited**

- Managed a team of three Infrastructure engineers and five Systems Support staff. Teams provided all production and non-production hosting and support functions.
- Ensured global availability of all services.
- Designed and implemented business critical infrastructure solutions.
- Worked with Business Development teams to design and implement global infrastructure services to meet the capacity, connectivity and compliance needs of the business..
- Ensured 3rd party licensing was in place and appropriate.
- Managed critical partner relationships, including negotiation and service levels.

12/2011 – 10/2015

**Systems Administrator:
Brandbank Limited**

- Windows and Network administrator, installing monitoring and supporting hardware and software used to host bespoke line of business applications and public e-commerce platform.
- Headed project to design and implement hardware monitoring and remote management solutions for complete infrastructure estate.
- Provided Global 3rd line support to in house and external development teams.
- Worked with lead System Administrator to design and implement Dell Compellent SAN storage solution for Business 300TB + of assets.

11/2008 – 11/2011

**Systems Support:
Brandbank Limited**

- 2nd line Technician providing support for internal applications, servers, networking and storage (covering all aspects of 1st line support as needed), focus on IIS and SQL stack diagnostics.

01/2008 – 10/2008

**IT Technician:
East Coast Computers**

- Technician for IT support company. Role involved selling and installing small business networks. Fault finding and repairing of windows based computers.

Education

Business Computing; 2:2 BSc (Hons) (University of East Anglia)

- Course emphasised computing in real world business environments.
- Course focused on both IT as a technical subject and also on its use and application in modern

business.

- Core courses include Networking, Communication Technology, Major Project (Routing & Switching based), IT project management lifecycles and Computer and Information Security.
- Dissertation (result 2:1) provided valuable experience of liaising with businesses through necessity to collect data. Initiated contact and established relationships with relative business and arranged meetings and opportunities to carry out quantitative surveys.

Computer Science; Higher National Diploma (Great Yarmouth College)

Technologies / Frameworks

Azure IAAS VNET's, ASE's, VM's. PAAS, SAAS.

Server 2003, 2008, 2008R2, 2012, 2012R2.

Windows 10, 8.1, 7.

Microsoft IIS.

Linux- Ubuntu and Debian.

Hyper V Virtualisation Platform redundancy, migration, deployment and Maintenance.

Sophos UTM, PF Sense, Mikrotik, Ubiquiti Firewalls.

Office LAN and WAN connectivity.

Department and People Management.

PowerShell, & MS Batch Scripting.

Active Directory & Group Policy Design.

Azure Account, billing, governance and permission management.

Agile Project Management (certified).

Scrum Master roles and responsibilities.

ITIL Foundation.

Department and People Management.

Account/Vendor relationship management.

Additional Certification

APMG International Qualifications

- Agile Project Manager Practitioner
- Agile Project Manager Foundation

Microsoft Certified Professional (MCP)

Dell SAN Advanced Administrator

Personal Information

- Full clean driving license / own car.
- Hobbies include;
 - Home mechanics; enjoy self study and practical repairs of mechanical systems including servicing and fault finding. Completed a bare metal restore of a MX5 over a 2 year period.
 - Electronic repairs; including component level diagnostic, fault finding and repair of vintage computing and arcade hardware.