

# SAMUEL ROWE

Gillingham, Kent

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[SamRowe@Deneb.co.uk](mailto:SamRowe@Deneb.co.uk)

## PROFILE

I am a delivery focused DevOps team leader finding solutions to the toughest problems while still completing projects. Seeking a senior team leader position within an agile DevOps team.

Personable and professional, quick study and multi skilled with wide IT experience. Can translate technical into human and interfaces well with customers.

## KEY SKILLS

### MICROSOFT PRODUCTS

Microsoft Servers 2000 – 2012 R2, Active directory, Microsoft SQL server 2000 – 2012, WDS, IIS, Microsoft office, Microsoft Visual studio, DNS, DHCP, TFTP.

### OPEN SOURCE PRODUCTS

Ubuntu Linux 8.04 – 15.10, RedHat Enterprise Linux 6 and 7, Apache, Nginx, Nagios, Chef, MySQL, Vagrant, Virtual Box, Go CI, Git, Subversion, Cassandra, BIND.

### OTHER KEY PRODUCTS

Amazon Web Services (AWS), Mac OS X, Octopus Deploy, Cisco ASA, Checkpoint, MDAemon, Google apps for business, VMWare, TeamCity, Cruise Control.

### SCRIPTING AND PROGRAMMING LANGUAGES

Ruby, Python, C#, Powershell v2/v3/v4, Bash, Regular expressions.

## EMPLOYMENT HISTORY

IBM (WPP CONTRACT, FORMERLY KANTAR ITP): OCTOBER 2014 TO PRESENT

### Senior Cloud and Application Engineer

### Employees 380,000

WPP are the largest advertising company in the world. Kantar ITP were a global IT subsidiary that were transferred into IBM ownership in March 2014 as part of a \$1.25 Billion IT service contract to WPP.

### Responsibilities:

- Cloud team leadership
- Web application business as usual (BAU) and Project work
- Cloud application BAU and Project work

### Technical Experience:

- Run the global daily cloud stand up conference and provide leadership for the team
- Since I started to run the daily cloud stand up; participation has risen significantly
- Organise cross functional work packages within global team and ensure delivery within project timescales
- Designed low level architecture of Highly Availability IIS + Oracle cloud application
- Worked with application development team to develop POC (Proof Of Concept) Visual Basic .Net library to integrate application with Amazon S3
- Developed auto scaling and healing scripts for High Availability Windows applications
- Wrote deployment documentation for multiple projects
- Developed auto scaling and healing scripts for High Availability Linux applications
- Improved monitoring systems accuracy by improving CMDB data accuracy

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- Developed Cloud Formation scripts and integrated with corporate post build server scripts
- Refactored post build scripts for performance and compatibility with Server 2012 R2
- Developed PowerShell module to create self signed certificates and install in IIS binding for Server 2008
- Architected and delivered Cisco Information Server environment
- Worked closely with development team to understand and help streamline deployment of packages within Cisco Information Server
- Extended and maintained configuration of custom built self service cloud portal
- Developed a proof of concept Service Catalog for partner businesses in Amazon Web Services
- Created and presented lightning talks on Git / Ruby / PowerShell to energise innovation in the cloud team
- Regularly deal directly with CIO/CTO during project and BAU escalations
- Subject matter expert for Solarwinds monitoring solution within the Global Web Applications team

**eSPARES : APRIL 2014 TO SEPTEMBER 2014**

## **DevOps engineer**

### **Employees 600**

eSpares is the number 1 brown and white goods spare seller in the UK. The website alone turned over £1.5 million a month. eSpares is part of a PCI level 1 Merchant.

### **Responsibilities:**

- On Call 24x7 1 week in 3 (only 3 DevOps engineers to keep everything running)
- Complete BAU and improvement cards
- Innovate to improve system resilience and performance
- Integrate with Developer team to ensure consistent continuous deployments

### **Technical Experience:**

- Delivered 99.99%+ uptime on public site
- Responded to out of hours incidents within 20 minutes
- Refactor majority of Powershell and Bash automation scripts
- Improved or replace backup systems ( RedGate SQL Backup Pro )
- Upgraded Citrix Netscaler load balancers
- Audited Citrix Netscaler configuration to ensure it didn't leak as part of PCI compliance
- Upgraded Team City to keep up to date and enhanced security by customising SSL Cipher suite
- Refactored Icinga monitoring system and improved automatic configuration scripts
- Technically responsible for ensuring PCI compliance by performing external scans and auctioning any recommendations
- Delivered major Octopus Deploy upgrade from 1.6 branch to 2.4 branch
- Reworked many Octopus Deploy scripts to improve tentacle performance and stability
- Refactored and debugged VMWare PowerCLI scripts due to VMWare upgrade
- Upgraded new relic clients in deployment scripts and pushed through the stacks
- Unified UAT/Live script base
- Deployed monthly vendor patches to all 140+ hosts
- Deployed monthly Microsoft updates and patches to SQL Server 2008 Cluster with fail over out of core hours
- Deep dive diagnostics of NServiceBus issues with MSMQ configuration with development team
- Deep dive into performance bottle necks with RedGate SQL Monitor and New Relic
- Enhanced alerting platform with NewRelic / Pingdom / Icinga / SQL Monitor / PagerDuty combination
- Scheduled on call rota with Pager Duty
- Extensive use of Trello and FogBugs for lean workflow management

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- Documentation updated constantly within FogBugs wiki
- Significant review of all Kiln / Mecurial Infrastructure code base
- Diagnosing Solr performance issues
- Fixing RavenDB replication issues
- I peer reviewed all my colleagues cases before closing cards (Mine were all peer reviewed as well)
- Enhanced Geckoboard for quick look overall system health dashboard
- Delivered firmware upgrade of Dell Equallogic iSCSI SAN with no production downtime
- Lead stand ups when Technical Director was unavailable

**CODEWEAVERS : OCTOBER 2011 TO MARCH 2014**

## **Infrastructure Engineer**

### **Employees 26**

Codeweavers is the unsurpassed provider of real time motor finance calculators in the UK. At one point 70% of all UK dealer websites including manufacture sites used Codeweavers calculators. The calculation engine was SAAS with all 'calcs' done on their servers, usually faster than the completion could do them onsite.

### **Technical Experience:**

- Fostered greater integration between Infrastructure and Development teams by joining in Dojo's and Developer bi daily stand ups
- Re architected and re built production firewalls to improve supportability and stability using High Availability PFSense ( Based on Free BSD )
- Re architected and re built the entire network to remove impacting single points of failure and enhance performance
- Rebuilt WDS ( Windows Deployment Services ) in Production/Preprod and development environments ensuring consistent deployment of system images
- Enhanced WDS to deploy Linux servers in production stack ( Cassandra cluster nodes )
- Pioneered and drove adoption of KanBan board workflow within Infrastructure team learning from the Development teams hard won lessons
- Maintained Google Apps for business
- Debugged several Active Directory issues with the cross domain single forest infrastructure
- Replaced site to site VPN solution increasing encryption levels, security and performance
- Re configured multi site DFS replication
- Configured DFS Namespaces for file servers
- Complete supplier relationship for Co Location facility including negotiating discounts and renewals
- Responsible for completing Microsoft Software Asset Management Audit
- Drove adoption of Media Wiki for documentation improving information retention and reducing impact of staff losses
- Created and ran lighting talk on internal Wiki guidance
- Wiki Gardener
- Drove adoption on Apache Load balancing in favour of Microsoft NLB to reduce time to deploy across 7 systems – This took a production deployment from 40 minutes to 12 minutes with failure rates significantly lower
- Delivered Python load balancer manager to add and remove systems from Apache load balancer
- Worked with Development team to enhance deployment scripts to use custom load balancer manager and warm hosts post deployment significantly improving performance of customer calculations post deployment
- Architected and implemented a Cassandra big data solution of 10.8 TB over 6 nodes

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- Built POC Cassandra cluster of 4 nodes in AWS, on site production reason chosen for cost reasons
- Infrastructure team developed multi node Nagios monitoring system
- Automated regular jobs such as offsite log rotations
- DPA ( Data Protection Act ) officer for Codeweavers
- Ensured all staff had completed mandatory training on DPA

## Further study at Codeweavers :

I chose to work at Codeweavers so I could live and learn in a well run lean/agile organization. I spent much of my spare time developing scripts and small applications with some members of the development team. This gave me a much better insight into software development techniques such as red; green; refactor. Although the role at Codeweavers was titled infrastructure Engineer it was the first DevOps role I had, I just didn't know that at the time.

GLOBAL INSURANCE MANAGEMENT : APRIL 2009 TO OCTOBER 2011

## Infrastructure Manager / Project Manager

### Employees: 100+

Global Insurance Management are a specialist insurance management firm working mainly with AXA on mechanical breakdown and warranty products for a global audience. Manufacture warranties in many territories for Jaguar and Landrover were administered solely on Global Insurance Managements application GDN.

### Responsibilities:

- Manage team work load and people management
- Drive Infrastructure architecture and strategy
- Final level of escalation for technical issues

### Technical experience:

- Refined business continuity plan keeping it up to date with infrastructure changes
- Linux system maintenance process
- Microsoft system maintenance process
- Delivered High Availability iSCSI SAN
- SAN cross site replication performance tuning
- Developed in house project activity board application that integrated with time recording system, written in C# and T-SQL
- Developed Mind Touch wiki solution for corporate documentation enabling better intra team collaboration
- Between October 2010 and May 2011 I was the sole project manager running all corporate projects as Prince 2 projects
- Implementation of virtualisation in the business to increase hardware utilisation and improve recoverability in the event of hardware failures
- Introduction of Opsview ( Nagios fork ) monitoring solution
- Developed in house integration scripts enabling Opsview to dial a mobile via VOIP and use text to speech announcing a system failure

COMPUTING SOLUTIONS LIMITED : SEPTEMBER 2005 TO APRIL 2009

**Infrastructure Engineer** promoted to **Infrastructure Manger** in July 2007

### Employees: 19

Computing Solutions Limited were the last HP 3000 retailer in the UK they also had a significant portfolio of custom developed systems for the Building Travel and Insurance Industries. In April 2009 the Insurance portfolio was sold to Global Insurance Management. Other customers included

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Berkley homes PLC; Bovis Lendlease; Barclays Bank; Carnival Crusie; Crusie.co.uk; Aioi insurance; Axa insurance; British Nuclear Fuels Limited.

## **Responsibilities:**

- As manager I was accountable for the project delivery and BAU for a team of 3
- BAU work to keep systems running
- Project work to improve system function and increase capacity

## **Technical experience:**

- Significant project to change the IP range used on the internal network replacing a badly chosen public IP range with a private address space
- Upgraded several Windows 2000 servers to Windows 2003
- Introduced Microsoft NLB to bring High Availability to public facing websites, tested monthly during patching
- Upgraded Checkpoint firewall
- Maintained rule base of Checkpoint firewall
- Managed the installation several site to site VPN solutions with customers
- Created deployment guides for bespoke applications
- Delivered recovery documentation for Network / OS / Application infrastructure
- Wrote all the maintenance scripts for SQL Server 2005 post database upgrade from SQL 2000
- Challenged development team with Ruby on Rails vs in house .Net code generator challenge
- HP3000 basics
- Introduced Nagios monitoring solution replacing HP Openview and saving significant amount of money
- Email spam/ham monitoring for organisation; feeding results into Bayesian tools to improve identification
- Disaster Recovery simulations including acquiring diesel generator and running off the power grid for 8 hours

Gwynedd Computers : April 2003 to September 2005  
Computer Technician

## **Responsibilities:**

- Shop sales and customer liaison
- Building PC's
- Fixing PC issues

## **Technical Experience:**

- Built PHP web based internal process system to keep track of incoming repairs and solutions
- Created printable job sheets plugin that formatted engineers report for customer viewing
- Build company images for Windows 98, Windows 2000 and Windows XP
- Deployed images from CD and DVD
- Resolved onsite issues with customers internet connections
- Installed WiFi on customer sites

## **INDUSTRY QUALIFICATIONS AND TRAINING**

- AWS SysOps course – November 2014
- Accunu software Cassandra administration course
- FGI Prince 2 Foundation
- Microsoft Virtual Academy ( Ranked in the top 1% in the UK )

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- Multiple Code Academy courses completed

## FORMAL EDUCATION

University of Wales Bangor : 2001 to 2004

Computer Science ( BS Hons )