

# Adrian Buchan

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Hands-on, agile and enthusiastic Cloud Infrastructure Consultant, comfortable within SMEs through to larger enterprises. Detail focused, with proven track record in designing, delivering and supporting a huge array of technology solutions within business critical environments.

## Technical Skills

- **AWS Certified Solutions Architect (Professional)**. Designing and building cloud infrastructure according to best practices, migrating on-premise services, establishing connectivity to customer locations, and providing ongoing support, including cost management
- **Microsoft Azure**, designing and building environments from scratch, establishing connectivity to customer sites and migrating VMs from AWS and on-premises, configuring Site Recovery
- **Office 365/Microsoft Exchange**, including multi-forest migrations, configuring mail services such as Mimecast, and ensuring mail deliverability (SPF/DMARC/DKIM), as well as Intune MDM
- **Identity & Access Management**, including SAML SSO, Azure Active Directory, AD FS 2.0, Duo
- **Windows Server 2008R2-2019**, deployment, advanced level administration, troubleshooting
- **Active Directory**, advanced level, including setting up domains, establishing cross-domain/forest trust relationships, configuring DNS, Group Policy, DHCP and DFS across multiple sites
- **Networking** - excellent knowledge of switching, routing, and firewalls, including network management protocols such as DHCP and DNS
- **VDI and remote access** technologies including Remote Desktop Services, VMware View, AWS WorkSpaces and configuration of thin clients and VPN services such as Cisco AnyConnect.
- **Linux configuration and management**, specifically SuSE Enterprise and Red Hat Linux
- **On-premise infrastructure** – advanced configuration and management of physical and virtual on-premise servers and storage technologies including VMware ESX, Hyper-V and Veeam B&R.
- **Security solutions** including ESET, Symantec, Sophos, Trend Micro, Barracuda.

## Employment

### **Cloud Infrastructure Consultant at Hamilton Insurance Group**

*December 2018 – present*

- Complete migration of on-premise servers to AWS, including:
  - Design and build of multi-account AWS environment in accordance with Well Architected Framework using CloudFormation where possible
  - Configuration of SAML single-sign on to AWS Console using Azure Active Directory
  - Migration of on-premise VMware VMs to AWS EC2 with zero downtime
  - Configuring AWS WorkSpaces as a desktop replacement
  - Configuration of AWS ElasticSearch for ingestion of VPC Flow Logs and CloudTrail
  - Leveraging the latest AWS services to reduce management footprint such as AWS FSx for file storage and AWS AppStream as a streaming application delivery solution
  - SDP (Software Defined Perimeter): Pilot scheme launched of Cyxtera AppGate SDP
  - Deployment of Cisco StealthWatch security event monitoring.
- Integration of SaaS applications with Azure AD in order to provide SSO and Conditional Access;
- Configuration and rollout of Intune to company laptops, iPhones, and Macs;
- Deployment of Cisco Meraki firewalls, switches and wifi access points
- Configuration of Cisco AnyConnect VPN on Cisco ASA firewalls
- Providing expert advice on integrating newly acquired business into the infrastructure.

## **Cloud Infrastructure Engineer at Lemongrass Consulting**

*November 2017 — November 2018*

- Building and maintaining AWS environments for business-critical SAP applications on Windows/SuSE Linux, on behalf of multiple FTSE250/Fortune 500 organisations
- Acting as a Windows/Active Directory and Security SME on various projects across the business

## **IT Operations Manager at Make It Cheaper**

*August 2017 — November 2017*

- Managing the infrastructure of a growing and successful B2B energy, insurance and telco broker;
- Areas of responsibility included IT support and infrastructure maintenance of all business systems and the launching of an ambitious IT transformation programme, as well as recruiting a team of 5
- Landscape included call centre infrastructure and public/private websites
- Technologies included Windows Server, HP hardware, Microsoft Azure, Office 365 and AWS
- Created DR environment in Azure Site Recovery via ExpressRoute

## **Cloud Migration Consultant at Frontline Consulting Group**

*July 2017 — August 2017*

- Design and build of AWS environment, followed by migration of all company IT services into AWS
- Configuration of VPC and site-to-site VPNs, with appropriate subnets and ACLs
- Deployment of Windows domain controllers, file, application and RDS servers
- Configuration of OpenVPN to grant remote workers access to the cloud environment

## **Infrastructure Team Lead at Iglu.com / Planet Cruise**

*September 2013 — August 2017*

- Managing the IT department of the UK's largest independent online travel agency, with an IT strategy geared towards remote working, high availability and resilience. Core services formed of public-facing websites and a contact centre, together with internal booking systems.
- Recruiting and leading a close-knit team of highly competent Wintel/Cisco network/voice engineers, and fostering an environment where learning and knowledge sharing were encouraged and valued
- Acting as technical lead and final point of escalation for an extremely diverse IT estate, including IBM, VMware, Windows Server, Exchange, Office 365, AWS, Cisco, CUCM and Zeacom.
- Prioritising departmental activities in line with business strategy, including setting budgets and policies, and ensuring systems and processes are compliant
- Supplier management and procurement of equipment, connectivity, voice and software licenses.
- Communicating with other departments/stakeholders in an accessible, jargon-free way, with commercial awareness, and offering technical solutions to business problems where necessary

Selection of projects delivered:

- Integration of a newly acquired company into the IT estate, which included extending the existing contact centre system (Cisco/Zeacom), in-house CRM and Active Directory across an MPLS WAN
- Office 365 migration from two separate AD forests, configuration of single sign-on with ADFS
- Kickstarted migration of services to AWS, leveraging AWS Direct Connect, Route 53 and ELBs
- Planning and project managing overhaul of WAN connectivity, including SIP carrier migration
- Project managed upgrade to Cisco CUCM, including addition of PCI compliant payment hardware
- Deployment of Linux-based MiaRec call recording, with off-site transfer to AWS S3 buckets
- Configuration of cloud/SaaS services such as Mimecast
- Proposed and implemented Infinity Call Tracking, a service that brought significant RoI

### **3rd Line Infrastructure Engineer at Iglu.com / Planet Cruise**

*August 2012 — September 2013*

- Upgrading and proactively maintaining Windows servers within Active Directory
- Maintaining VMware ESXi clusters on IBM servers and storage, including Exchange and SQL
- Support/maintenance of .NET/IIS-based web environment on F5 BIG-IP load balancers
- Configuring remote access services including Cisco AnyConnect, VMware View and RDS
- Troubleshooting SIP/network issues, including with remote workers (e.g. one-way audio, QoS degradation) and providing suitable resolutions
- Cisco CallManager and Zeacom/Enghouse contact centre administration

Selection of projects delivered:

- Upgrade of VMware from 4.1 to 5.0, configuring Enterprise Plus features such as HA and DRS
- Upgrade of approximately 100 servers from Windows Server 2008 to Windows Server 2012 R2
- Setting up Veeam Backup & Replication, including Cloud Connect
- Exchange migration from 2003 to 2010
- Configuration of Cisco AnyConnect VPN on Cisco ASA firewalls
- Configuring WDS/MDT and rolling out hundreds of Windows 7 workstations via PXE boot
- Service desk migration from Spiceworks to Zendesk with SAML single sign-on

### **IT Engineer at Le Cordon Bleu London/Paris**

*February 2011 — August 2012*

- Providing support in English and French to users, supporting Windows 7/Vista and Office 2010
- Administration of Windows Servers, including Exchange 2010 on VMware ESX
- Administration of Mitel MN-series phone system across multiple sites
- Configuration and administration of Suprema BioStar biometric access control and CCTV system
- Supporting AV systems, including streaming room-to-room HD video over Cat6 cabling

### **Higher Education/Professional Certifications**

Royal Holloway, University of London	2009-2010	MSc Business Information Systems
University of Wales, Swansea	2005-2009	BA (Hons.) French and Politics
(Université Jean Moulin, Lyon, France	2007-2008	Erasmus Programme)

AWS Certified Solutions Architect - Associate (June 2016 - present)

AWS Certified Solutions Architect - Professional (January 2019 - present)

### **Interests**

Motorbikes, foreign languages, travel, food, health and fitness, road cycling.