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Windows, Mac & Linux Systems Administrator/DevOps Engineer

PROFILE

A highly competent, well organised Linux Systems Administrator with experience in both Linux & Windows systems procurement, installation, troubleshooting & administration. Possessing a track record of a proven ability to assist with the day-to-day running of an IT department and it's business needs. Looking to push forward in becoming a more efficient Linux systems administrator, with the hopes of evolving into Senior DevOps Engineer.. Likes basketball and surprisingly - Latin dancing.

AREAS OF EXPERTISE

Windows Server
(2003/2008/2012/2016)
Windows OS
(XP/Vista /7/8/10)
Linux - Unix (Ubuntu/
RedHat/CentOS, Fedora,
Debian)
Virtual Environment
Technologies
(VMware/Vagrant/Docker/
VirtualBox/KVM/Proxmox
VE/ FreeNas VMFS)
Configuration Management
(Puppet/Ansible/Salt/Chef)
Active Directory, Group policy
Microsoft Exchange / Office
Continuous Deployment &
Continuous Integration
Cisco switch & Wi-Fi technologies
Open-source Servers

TOOLS

MySQL ♠ Nagios ♠ Docker ♠
Puppet ♠ Ansible ♠ Jenkins ♠ Git
Hub/ Git lab ♠ Cacti ♠ KDE
System Guard ♠ Graphite ♠
LogMeIn ♠ Vagrant ♠ TeamViewer
♠ Apache ♠ Samba ♠ Kaseya ♠
SpiceWorks ♠ Postfix ♠ Monitorix ♠
SendMail ♠ VMware ♠ Oracle
Virtual box ♠ Amazon Web Services
♠ PhpMyAdmin

PERSONAL ATTRIBUTES

Goal Oriented ♠ Enthusiastic ♠
Team Player ♠ Ability to take
criticism ♠ Willing to Learn & grow ♠
Success motivated ♠ Technically
Minded ♠ Intuitive & a fast learner ♠
Effective problem solver. ♠ Take pride
in personal appearance & making a
positive impression

KEY SKILLS & COMPETENCIES

- Experienced Linux Support Administrator with cross-sector knowledge providing 1st, 2nd and 3rd line support to staff/external clients with Linux, Windows and Mac queries
- Over 15 years experience in troubleshooting hardware./ software issues on desktops, laptops, physical/virtual machines, (workstations & Servers alike).
- Extensive experience in Server infrastructure development on AWS Cloud by using AWS services like EC2, ECS, EBS, ELB, Lambda, S3, RDS, Glacier, Elastic LoadBalancer, VPC, Route53, CloudWatch, CloudFormation, IAM, Certificate Manager, SNS and Auto Scaling in a scalable production environment.
- Experienced in using Ansible as a configuration management tool and developed Ansible Playbooks to provision Apache Web servers, Tomcat servers, Nginx and other applications.
- Demonstrated capacity to implement innovative security programmes that drive awareness, decrease exposure and strengthen organisations. (Port Knocking, Fail2Ban, ssh hardening & tunnelling)
- Experience with Container based deployments by using Docker. Expert in using Docker Engine, Docker Hub, Swarm, Compose, Docker Registries and building Docker Images at root of the repository.
- Proficient in Vagrant, Jenkins, Docker, Chef, Ansible and Puppet.
- Proficient in Unix & familiar with several Linux Distro's (Ubuntu, Redhat, CentOS, Parrot, Mint).
- Ability in development and execution of Unix Bash Shell scripts and Python Scripts to automate the administrative tasks.
- Proficient in Configuration & Orchestration tools (Ansible, Puppet and Chef)
- Windows Exchange Server, Domain controllers, Web Servers, SQL Cluster Servers, Apache, MySQL
- Expertise in using AWS Identity Access Management (IAM) to provide access for users in different environments.
- Expertise in trouble shooting the problems generated while building, deploying in a multi-component environment and as part of production release support.

EMPLOYMENT & WORK EXPERIENCE

August 2019 - October 2019

DevOps Consultant/Linux Sys-Admin
FlixMedia Tv Online

Hired to spearhead a migration project in decommissioning some legacy bare-metal as well as off-site servers, relocating the services and platform to Amazon Web services.

Duties:

- Setting up the cloud platform/environment to accommodate Ansible with Dynamic host Inventory for AWS EC2 Instances on the AWS Auto-Scaling Group.
- Creating a full CI/CD orchestration platform, the entire Codepipeline from Code Commit, Code Build, Code Deploy as well as corresponding deployment groups.
- Establishing version control via git (Code Commit), managing and applying IAM roles and policies.
- Setting up Launch Templates, Launch Configuration, attaching Auto Scaling Groups to Elastic Load Balancers.
- Writing custom Bash Scripts for AWS Systems Managers, AppSpec hooks, auto scaling life-cycle hooks, and automated test. ..
- Deployed and managed many servers utilizing both traditional and cloud oriented providers like VMware and Amazon EC2...
- Created Docker images using a Dockerfile, worked on Docker container snapshots, removing images and managing Docker volumes.
- setting up monitoring of operational and performance metrics of our AWS resources and web Experience in designing and deploying AWS Solutions using EC2, S3, EBS, Elastic Load balancer (ELB), auto scaling groups. applications using CloudWatch, server density, Grafana, Prometheus and Nagios.
- Developed Shell scripts in automating administrative and maintenance tasks. Manage and control the continuous release promotion cycle (through automation) including the following environments: development, QA, Performance, Pre-prod and production.
- Worked on deployment automation of all the microservices to pull image from the private docker registry and deploy to docker swarm cluster using Ansible. Configured Docker containers and created Docker files for different environments.

April 2019 - May 2019 (8 weeks contract)

DevOps Engineer
Smokes & Mirrors

Hired for an immediate but short 6 to 8 weeks contract, to alleviate the Lead Linux Engineer on pressing issues impeding on the Solutions delivery department's ability to adhere to system deployment deadline.

Duties:

- Writing Ansible playbooks to automate some of the pre-existing bash scripts
- Design, build and implement scalable architectures using docker swarm or docker compose
- Support daily build and deploy activities.
- Create and document metrics scraping for MongoDB and Mysql docker containers.
- Automate provisioning of Amazon AWS instances
- Responsible for managing infrastructure provisioning (S3, ELB, EC2, RDS, Route 53, IAM, security groups - CIDR's, VPC, NAT)
- Provided system administrative support for servers and workstations.
- Creation of Users, Groups and mount points for NFS support.
- Created and maintained user's accounts, profiles, security, rights disk space and process monitoring.

May 2018 - March 2019

Linux Systems - Staff Engineer/ DevOps Engineer
InterDigital Inc Europe

My primary duty is to provide support to a new 5G deployment platform, while working very closely with the platform team and project partners to oversee a smooth release, test deployment and operational handover.

Duties:

- Create, build and maintain the infrastructural platform for 5G application deployment, in various environment like Open-stack, Virtual Box, KVM₂₀₁₉, Docker, LXC/LXD containers, customised single board machines.
- Setting up / debugging the Networking and inter-connectivity between required Nodes and VMs within the infrastructure. Validating all interfaces, VLAN₂₀₁₉s & bridges required for the 5G platform.

- Tracking and recording incidence changes by raising, solving and closing various issues in git.
- Automation of re-occurring tasks and systems deployment with Bash scripts.
- Occasionally working remotely and some onsite visits to partner bodies in Bristol and Bath
- Embark on delegated research for new innovative implementable technology to enhance various areas of the existing infrastructure.
- Assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology.
- Translate business and technical requirements into automation tools and scripts.

May 2017 - Jan 2019

Linux Systems Administrator / DevOps Engineer
Ad-Hoc roles / On demand positions

I occasionally freelance when between contracts or a new position. I work as an outsourced, 3rd Line, Linux Support Engineer. I have been repeatedly engaged with a number of clients ranging from Banking and Finance industry, University Colleges in London, or Her Majesty's Department of Works and Pension (DWP). Momentarily hired on occasions to fill in and provide 3rd Line Linux support assistance to existing departmental teams working on projects such as

- Define, design, implement and manage both physical and virtual Linux platform infrastructure. (Wmware, Docker, Vagrant, AWS EC2, AWS S3)
- Maintaining Linux based core services and Systems Administration (Unix, Solaris, RedHat, CentOS, Debian, Ubuntu, Fedora, Windows 10)
- Creating and maintaining re-directs for URLs as well as managing DNS entries (.htaccess, Route53, DNSimple, NS1, etc)
- Raise issues with Git, solve and close them.
- Optimise current Bash Scripts and re-write/debug some when and where required.
- Coaching junior members of the team.
- Infrastructure Monitoring with Zabbix, Nagios, Cacti, Monitorix, Zenoss, Graphite
- Proactively respond to server alerts from network monitoring tools, debug and troubleshoot accordingly.
- Configuration Management with Ansible, Puppet, Salt, Chef
- Provide 3rd line escalated support, while engaging, troubleshooting and closing a number of open tickets as they arise on the ticketing system.
- Provide support and assistance for systems roll out and new deployment to customers and end users.

March 2017 - May 2017
Engineer

Linux Systems Admin / DevOps

Ascential Plc

I worked with the solutions delivery department, to provide escalated assistance to the development team, other I.T. related departments, as well as the company as a whole.

Duties:

- Maintain, monitor and support the Cloud DevOps tools.
- Work closely with application and testing teams to ensure ongoing alignment towards the target architecture.
- Creating and maintaining re-directs for URLs as well as managing DNS entries (.htaccess, Route53, DNSimple, NS1, etc)
- Driving effectiveness, efficiency and continuous improvement through the use of automation and adoption of appropriate and approved tools.
- Provide escalated on-call support with high-volume, high-availability (24x7) production systems.
- Translate business and technical requirements into automation tools and scripts.
- Technical escalation point for Major Incidents and service breaches.
- Identify and resolve problems with the services and support the resolution of problems in dependent services.
- Collaborate with and provide expertise/guidance to other teams inside and outside of the IT organization, such as Customer Support, Networks and 3rd Party Vendors.
- Report any potential security weakness, exposure or suspicious indications to the Security Operations team.
- Ensure DevOps and automation is applied to facilitate an effective and efficient cloud environment for application

July 2016 ²⁰/₁₃ November 2016

Linux Engineer (DevOps)

Pinnaca ²⁰/₁₃ Formerly called BCS Global (<https://www.pinnaca.com>)

Pinnaca (Formerly called BCS Global) prides itself as one of the forerunners of providing reliable, secured and encrypted video conferencing Telecommunication to its distinguished clients. My primary role, was to build a brand new data-centre from scratch, whilst merging the new infrastructure to the existing one.

Duties:

- Install, configure and maintain Linux and VMware platform technologies
- Build primarily Debian Virtual machines, on the Virtual Machine Hosts (Dell PowerEdge R320's & R730's)
- Support for operational security processes, including patching of Linux, Windows, VMware / ESXi operating systems.
- Assist in creating automation through scripts and troubleshooting of in-house developed packages.
- Act as a technical subject matter expert for a high profile account.
- When required, assist the video conferencing infrastructure by activating video endpoints, logging fault tickets with Video Conferencing system suppliers and fault escalation.
- Assist with ITIL-based Incident Management Process, network-layer fault logging, troubleshooting on routers and switches and working on firewalls.
- Assist in configuration, maintenance and troubleshooting on Cisco Firewalls.
- Support of a large UK Video Network, using H323 protocols and Internet based video technologies
- Pinnaca offers clients 24 X 7 customer support ²⁹/₁₃ qualified candidates must be available for varied shifts to support business needs.
- Learn about Video conferencing systems and services, H.323 suite of protocols, SIP, ISDN Gateways, MCU's and Gatekeeper Technologies.
- Use products from multiple vendors, Polycom, Cisco, PEXIP and others.
- Develop & Improve knowledge on VMware Technologies.
- Develop & Improve knowledge on Opensource Linux Platforms (Primarily Debian based), such as Zenoss v5.
- Develop & Improve knowledge of Windows 2012 R2 Operating System.

March 2016 ²⁹/₁₃ Ongoing
Engineer

Linux Administrator / DevOps

A small Startup Tech Company

I had collaborated to be mentored by some distinguished Senior Linux & Telecoms Engineers, embarking on their own Tech Start-up company, that aims on testing low cost tech set-ups, intelligently gathering sensor data, and data is retrieved by trying out various possibilities of setting up Wifi remotely via means of GSM then channel it for data re-trivial and transfer. Most tech involves the use of Raspberry Pi's and GSM dongles.

Duties:

- Installing and configuring various Linux services such as web server and mail server.
- Configuring the remote Raspberry PI images via Ansible
- Tightening the security for these services by properly configuring each server.
- Configure SSH server with appropriate security
- Demonstrating Python Behave / Behaviour Driven Development and Test Driven Development
- Git (git reflog and git stash)
- Creating experimental RPI, Experimental environments with Docker containers.

December 2015 ²⁹/₁₃ January 2016

2nd/3rd Line Linux/Windows Systems Admin (Fixed term Contract - Temp)

The Brooke Hospital for Animals²⁹/₁₃ Southwark (<http://www.thebrooke.org>)

I worked for the renowned Charity (The Brooke Hospital for Animals) who required a 2nd & 3rd Line/Redhat Linux System Engineer / Administrator with experience with CentOS and Web Servers, for a limited period. I was privileged to have provided on-site IT support to the entire Charity Organisational outfit, for a fixed duration covering the period that part of the team were seasonally unavailable.

Duties:

- Deploy new, and maintain, the operational state of all company systems and other ICT equipment. This involves acting as second and third line of support for staff in country operations and the UK.
- To provide day-to-day support, maintenance and training on IT matters (for all UK, remote and overseas staff).
- Maintain an efficient operational environment for the IT LAN, telephone systems and office premises. In particular ensure all servers and workstations comply with company standards and documentation.

Key Skills & Technologies supported:

- Microsoft Windows 7, 2008 R2, 2012, 10
- Ms Exchange 2010 & Active Directory
- Linux - CentOS, Red Hat
- Virtualisation - VMWare, vSphere 5.5
- Jira ticketing
- Web Servers^[20] Apache
- Alfresco
- McAfee Antivirus and spam filtering.

June 2015^[20] December 2015
Contract)

Linux & Windows Systems Support Engineer (Fixed rolling

C-Burn Systems (Secret DJ), Faringdon

I work as part of the Tech support team, at C-Burn systems, providing on site and remote support to over eight thousand clients and site across the globe. Ideally, I am responsible for assisting the entire management lifecycle of the systems, production, and in-house software that goes along with every customized unit. This includes, but is not limited to: system capacity (CPU/memory) planning, systems design and integration, hardware / software / OS maintenance for both servers and storage systems, ongoing systems configuration management, and ownership of all systems in which Technical Operations maintains a presence.

Duties:

- Troubleshoot internal and external applications, hardware problems, operating system issues and work with new services on a daily basis.
- Formulating and implementing monitoring, policies, procedures and standards relating to server and storage management.
- Ensure that all Sys Admin projects are documented, including design documents, ongoing status reports, and summary reports.
- Supporting local and remote users of our Mobile and tablet app "Secret DJ^[20] (Android & IOS alike), ensuring all our units are online and accessible via ^[16]Secret DJ^[20].
- Performance tuning and monitoring using Nagios
- Remotely diagnosing client or server machines via LogMeIn, Kaseya, VNC or SSH (command prompt)
- Provide on-site support should the situation requires physical intervention.
- Managing and Supporting Unix-based systems and account, local and remote (AWS) cloud services
- Responding to corporate IT helpdesk tickets.
- Linux and Microsoft troubleshooting whilst assisting the employee infrastructure: employee workstation/laptop configuration, employee accounts / active directory, etc
- Assisting with corporate IT infrastructure, servers, share drives, networks, telephony equipment, VoIP phone solutions, video conference facilities.
- Assisting with hardware and software procurement and inventory management
- Basic systems administration of classified systems.

November 2014 - May 2015

1st / 2nd Line IT Solutions Specialist
Soho IT - Holborn (www.sohoit.co.uk)

I assisted in providing effective IT assistance to various range of clients (Corporate, Banking & Finance, Tv / Media, Arts & Culture), either remotely or on-site, responsible for logging, diagnosing, resolving, and maintaining any technical issues at 1st / 2nd line level. Occasionally involved in 3rd line projects.

Duties:

- Support/Maintenance of Windows/Apple Desktops/Laptops/Servers and Network infrastructure
- Answering all calls in a timely and efficient manner ensuring control is maintained throughout.
- Ensuring management of backup solutions, review of logs
- Registering & Maintaining all call logs via Kaseya or Spiceworks ticketing system.
- Troubleshooting of VoIP phone solutions
- Remotely diagnosing client machines via LogMeIn, Kaseya, VNC or SSH (command prompt)
- Installation authorised software onto servers and machines
- Network cabling and patching
- Maintain appropriate client documentation (licensing, diagrams, IP information - Lastpass)
- Cloud products set up, management and troubleshooting where applicable
- Setup of new users accounts (Active Directory / MS Exchange) resetting passwords, disabling and deleting old accounts.
- Installation of authorised software and drivers to Laptops, Desktops, or hand-held devices and configuring new hardware (printers"copiers"fax machines"scanners)
- Deal with 3rd party suppliers, record ticket numbers and chase/escalate based on SLA
- Undertaking small to medium sized IT projects, re locations or new start up set ups.

October 2014 ²⁹/₁₃ November 2014
(Temp)

Linux Systems Administrator

Tangent Snowball (TangentPlc.com)

I assisted the Senior Systems Administrator, as well as the Tech Support team, in an entirely Linux/Unix environment, to monitor and maintain the day to day running for Web Servers, Database Servers along with a host of other servers. As well as general IT support duties :

Duties:

- Administering, Updating, upgrading remote Linux boxes, as well as Ubuntu EC2 instances in Amazon Web Services
- Providing 1st / 2nd line support to clients on other platforms, (Windows and Linux alike)
- Assisting in resolving tickets as issues arise.
- Providing comprehensive support in Debian & CentOS Linux systems.
- Monitoring remote workstations and servers with SNMP polling tools (Zabbix) and backup across all environments.
- Liaise with support teams, working together to resolve customer issues.

May 2014 ²⁹/₁₃ October 2014
(part-time)

Remote Linux Support/Network Administrator

Newlands Horizons

I interned at Newlands Horizon, providing comprehensive remote and on-site support for domestic and international customers, for a cloud based Legal project management suite (L-HQ), while gaining exposure to industry relevant skills, technologies and expertise.

Duties:

- Provides assistance in planning and implementing hosted cloud environment.
- Working with Amazon Web Services (AWS) and supporting servers running Web applications.
- Assisting the development team in designing and maintaining systems that runs clients Web and mobile applications.
- Providing comprehensive support in Debian / Ubuntu Linux systems.
- Investigating and resolving database issues with MySQL and PHP in a cloud environment.
- Monitoring remote workstations and servers with SNMP polling tools (Nagios and Cacti) and backup across all environments.
- Active involvement in open source projects.
- Liaise with support teams, working together to resolve customer issues.

June 2013 ²⁹/₁₃ Feb 2014

IT Support / Network Administrator

worked (part time) as an IT Consultant for a small upcoming charity organisation in Westminster on a voluntary basis.

Duties:

- Design secure and scalable networks.
- Work with OS and application teams to ensure client service success.
- Assist in pricing for the network part of projects.
- Document all network set-ups.
- Setting up and maintaining a Server infrastructure
- Providing Anti-Virus and backup solutions
- General IT related activities, and some admin work.

Also worked part-time in the Student Services and Reception department at the London School of Commerce, London Bridge.

Feb 2013 ²⁹/₁₃ May 2013
(Temp)

Administrative Assistant / Quality Checker

Barclays Bank, PPI Department, Canary Wharf

Performed some back office at the Payment Protection Insurance (PPI) department of Barclays Bank, Canary wharf. As part of a team of eight administrators, assisting the Departmental Manager in ensuring that adequate quality standards are maintained on all documents relating to PPI correspondence.

Duties:

- Quality check on outgoing documents
- Creation and distribution of Task and Target Progress Reports
- General Administration

I provided IT related services for this medium-sized company. The role included administering 1st and 2nd line IT support, with some 3rd line responsibilities. This included telephone-based interaction, remote development and face-to-face liaison with clients and internal staff.

Duties:

- Maintenance of all systems and software (server & work stations); Ensuring systems maintenance including backups and security
- Repair management upgrade and installation on an ongoing basis
- Manage the mail system create and administer users and other security groups
- Providing 1st and 2nd line support to main offices and retail stores throughout the UK; including telephone and online support, together with on site installation and problem shooting, where necessary
- Installation and maintenance of all systems within a clients digital environment.
- IT backup and disaster recovery responsibilities

ACADEMIC QUALIFICATIONS

- **(HND) Advanced Diploma in Computer Science.**
Association of Computer Professionals
West London College, Mayfair 2006²⁹/₁₃ 2008
- **(OND) Diploma in Computer Studies.**
Informatics International Computer College, 2003²⁹/₁₃ 2005
- **Diploma in Information Technology.**
University of Lagos, Akoka, 2001 - 2002
- **Certificate in Computer Engineering (A+).**
InfoCom Computer college, 2000²⁹/₁₃ 2001
- **Senior Secondary School Certificate. (GCSE)**
Federal Government College, 1993²⁹/₁₃ 1999

HOBBIES & INTEREST

Keen interest in attending IT related seminars, constantly researching and keeping abreast with emerging developing technology. Currently an active member as well as a contributor of some Linux / I.T related (MeetUp.com) groups (London Linux, Puppet, London DevOps). Posses a very strong passion for Linux (I'm the biggest fan), currently documenting my trials and tribulations on a blog a started (www.halfknown.co.uk) . Lastly, I love Latin dance (I teach Salsa in my spare time)

REFERENCES

References are available on request