Apartment 28

124, the Rock

Bury

Manchester

BL9 0QU

Email : steffanneedham@gmail.com

Contact : 07736663236

**STEFFAN NEEDHAM**

**Date of Birth** 17/02/1983

**PROFILE**

I am a hardworking self critical pro active person who has a passion for learning new IT technologies. I have several years experience of managing business critical systems and services with a technical team providing great communicational skills and operational delivery expertise.

I have 11 years experience in System Design, Administration and System Maintenance, i have used the last few years venturing into cloud development and configuration management technologies with the interest of Business Continuity.

My ambitions are to learn more around deployment orchestration ( chef, puppet, ansible, cloud formation, terraform ) and cloud technologies to respond the change of companies moving to managed cloud services. I enjoy researching new software for business application, and applying for recognised improved differences. I am enjoying learning new applications in my spare time like Docker and Vagrant along with DCOS and understanding how they can become a practical application for production environments whilst following best practice. I also enjoy keeping informed with webinars and events from online tech friendly Business technologies.

**SKILLS & EXPERIENCE**

**Windows** : Windows 7, 8.1, Window Server 2003 SP1- 2008 R2 SP1 2012.

*Experience with : IIS, SQL,TCP/IP, FTP, RDP, CMD, Powershell, MSSQL*

**Linux** : CentOs, Fedora, Debian, Ubuntu, RHEL, OSX.

*Experience with : SSH, Yum, Rpm, Mysql, PostgresQL, Php, Apache, Nginx, Haproxy.*

**Applications :** Plesk, Cpanel, Whmcs, CMS, Team Viewer, openVPN, Voip, Ansible, Salt Stack. Octopus Deploy, Teamcity, Rundeck, Jenkins, ELK.

**Services** : Logentries, GitHub, Slack, Jira, MongoLabs, Teamcity, Trello, DNsimple, Dyn, Boundary, Panopta, Graphite, Nagios, Server Density, Compose,

**Virtual :** Esxi, Vsphere, HyperV, Virtual Box.

**Hosters** : Microsoft Azure, Amazon Web Services, OVH, Melbourne Hosting, FastHosts, Heroku

**Configuration Management experience** : Ansible, Salt Stack, Cloud Formation, Terraform, Packer .

**EMPLOYMENT HISTORY**

**JULY 2016 - OCT 2016 Atom Bank**

DevOps Lead Consultant (Contract)

Atom Bank is a digital alternative to retail banks with intentions of providing a wide range of services from current / savings accounts through to lending and mortgage agreements with the highest level of security MFA;s in place, using voice, retina and thumb print recognition. Although it's classed as a startup, Atom already has its banking licence and holds big investments which has fast tracked it to enterprise level and with fast growth, Atom has had to use 3rd party businesses to deliver services under a stringent timeline displaying a high level of governance.

*Services used :* ***AWS*** *: VPC - IGW - RDS - EC2 - R53 - CFN - SNS - SQS - AMI - S3 - ELB - CLOUDFRONT*

***VMWARE*** *: Vcenter - ESXI - iSCSI*

* Provided a proof of concept for CI and CD in AWS instead of FIS Datacenter for continuous delivery, continuous deployments, and automated parallel testing.
* Implemented Infrastructure as code using Cloudformation/Terraform/Packer to develop a full CI and CD blueprint for Atom.
* Provided a delivery process between Project Managers, Developers, QA, DevOps and PO for the company. It consisted of ownership to the software lifecycle through sprints.
* Provided PaaS and IaaS expertise on the design authority with the enterprise architects providing the best solutions to problems considering Opex and Capex technical debt.
* Keeping within compliance of iL4, PCI DSS, ISO 27001, CIS RedHat abiding by the high level of governance around IPSEC.
* Provided JD’s for 1st line, 2nd line and DevOps to then interview to create an operational arm of the business ready to handle out of hours support along with SLA’s before services went live.
* Implementing DevOps resources as a dynamic shift in how Atom do infrastructure as code and to manage operational tasks.
* Embedding Agile practices with DevOps, leading by example creating a business case for agile throughout the company.
* The go to person for simplifying processes within the infrastructure side of the bank between complex 3rd party datacenter software components to venturing into the possibilities of automating and simplifying the processes.

**SEPT 2015 - JUNE2016 Valtech Consultancy**

Senior DevOps Consultant

Valtech is a highly reputable consultancy company taking individuals onboard that are at the top of their tech role to in turn provide a high standard service to government / enterprise level clients. As a DevOps consultant my role is to provide consultative services regarding infrastructural requirements for the team and to envision, plan, engage with the teams to meet client expectations around delivering the right technologies and infrastructure for business continuity best practices.

**Transport for Greater Manchester**

*Services used :* ***AWS*** *: VPC - IGW - RDS - EC2 - R53 - CFN - AMI - S3 - ELB - CLOUDFRONT*

* Started at inception to develop and produce multiple environments to serve a custom CMS platform for TFGM to run content driven campaigns from the facility of easily switching between environments.
* Situated to teach the client service desk staff around AWS’s feature rich components due to the technology gap around knowing its capabilities.
* Providing detailed level of documentation and topologies depicting on a granular level the build process and involvement on creating the environments
* Provided best practice around AWS productionised multi layered/tier environments with PCI and IL4 in mind.
* Directly involved in a agile driven project environment, timeboxing and story driven tasks, working collectively.

**Bupa London**

*Services used :* ***AWS*** *: VPC - IGW - RDS - EC2 - R53 - CFN - SNS - SQS - AMI - S3 - ELB - CLOUDFRONT*

* Started a greenfield project facilitating for 2 development teams in Amazon Web Services, looking at their requirements and technology needs. Built a case for relevant technology requirements and assessing the process of implementation.
* Consulted around licensing and tools required to facilitate the application needs and how that would be handled on a architectural level.
* Consulted around how deployments should take place for best practices between environments and how that should be reflected with source control around merge requests and commits.
* Provided a global CI and CD platform and pipelines for 7 new environments in a high availability highly redundant point to point delivery service.
* Provided a auto deployment step from CI using SQS plugin to Amazon Web Services to run the integrated tests to approve . disprove the validity / quality of code.
* Provided 3 development environments, 2 staging environments and a concept for blue, green production environments in Amazon Web Services through building a case and justifying the requirements to Bupa which was approved to then be implemented.
* Worked in coherence with developers around creating environmental images suitable for production, through AMI EC2’s ready for automated deployments.
* Worked in parallel allowing the transition of knowledge to be passed over to Bupa staff teaching them about the architectural fundamentals for business continuity and efficiency.

**DVLA Bristol**

*Services used :* ***AWS*** *: VPC - IGW - RDS - EC2 - R53 - SNS - SQS - AMI - S3 - ELB*

* Provided a autoscaled Jenkins build environment deployment using EC2 - ELB - AMI - RDS to facilitate their linux application requirements.
* Provided a deployment pipeline from jenkins to Ansible configuration over ( Amazon Web Services - SNS SQS ) as a build step to deploy multiple test environments.
* Increasing Build end to end efficiencies on jenkins pipelines by instructing parallel processing on smoke tests reducing the build times from 130 minutes down to 25 minutes utilizing the build agents to handle 147 jobs separately.
* Provided the build agents on a autoscaled threshold usage basis to reduce costs overall using EC2 AMI’s and autoscaling on a software layer where jenkins is solely responsible for the process and not a configuration management tool or Amazon Web Services.

**AUG 2015- OCT 2015 LegalZoom**

DevOps Specialist (Contract)

LegalZoom requested my services directly from linkedin to deliver a multi tiered environment platform. As they are very well established in the US, they were looking to provide a robust efficient IaaS so that development could start early stages into the isolated deployment platforms i provided. The insight around the application was limited and signed an NDA.

* To provide consultative advice around the approach of isolated environments in Amazon Web Services, the technologies i was recommending and how the application data was to be viewed.
* Provided a Dev Uat and Production ready isolated locked down environment for no public view using private subnets. SSL Certs and VPN connections.
* provided recommendations around Developer source control and server access and how content should be delivered into production ( Continuous integration and Deployment ) .
* Documented and provided topologies for endpoint ports open, showing the dataflow, certificates, security policies.
* Finished with providing recommendations and suggestions for remaining ISO compliant.

**JUNE 2015- AUG 2015 Wejo**

DevOps Specialist (Contract)

Wejo is a privately invested digital tech company providing marketing insight around consumers driving journeys and targeting companies based on their journey to provide marketing incentives. M Initial role was to provide a positive disruptive change Effectively taking their technical debt from a Ops perspective and to change to automate / simplify their Amazon Web Services infrastructure alongside altering the application performance.

Devops specialist was to simplify the server journey steps, initially tidy up their Amazon Web Services infrastructure and to be

* Established all the single point of failures as a business regarding Amazon Web Services, changed them to provide a highly available redundant service to support business service continuity.
* provided a deep monitoring solution to properly asses traffic transit as well as resource usage metrics which resulted in reducing their Amazon Web Services footprint from $12.000 to just under $7.000.
* Provided the companies first few SLA’s in place regarding uptime, fail overs, and expectations to our clients one of which was barclays business bank , and Starbucks.
* Provided a consultative approach service to the selected tools to consider automating their infrastructure and deployment processes.

**FEB 2015- MAY 2015 Living Lens**

DevOps Specialist (Contract)

Living Lens provides an online platform where the user can upload videos where it's converted into multiple formats, and provides multi lingual text in alignment with the video time frame. This allows content to be searched on a keyword meta basis to shortlist selections and find videos in reference to what you're looking for.

My initial role with living lens was to redevelop their full infrastructure away from the external company that had ownership of it, Replicate their project management platform. In the short time i have been with Living Lens, i have completely changed how they run as a team and as a company, increasing efficiency of integration and deployments, working in an agile process management and increasing performance of the infrastructure in a Amazon Web Services environment.

* Provided a full autoscaled redundant, no single point of failure Development, Quality and Live infrastructure environment in Amazon Web Services.
* Provided a full Continuous integration and Continuous Deployment with Teamcity and Octopus Deploy along with providing procedures for releases. Implemented a agile method of more smaller releases and assisted the developers on the new process.
* Used Amazon Web Services CLI, Powershell and Salt Stack management to create and handle Amazon Web Services Infrastructure as a Service.
* Improved the overall performance with the infrastructure implementing high availability in separate datacenters and improved security by having database services on a network layer.
* Recreated and Improved their previous continuous integration and continuous deployments by providing better tools, dedicated IOP performance build agents, and giving them an environment they own and manage.
* Completely replaced there project management tools with a agile method smaller more consistent release process for features/projects/bugs.
* High level detailed topologies and documentation on infrastructure and customer journeys providing a full comprehensive understanding of network infrastructure layouts.
* Created external logging and monitoring tools to apply SLA's and alert trends to quickly identify any possible errors and downtime.
* Used best practice methods through the full recreation of the infrastructure making it highly possible for being accredited for ISO and PCI accreditations with very minimal technical debt.

**DEC 2014 - FEB 2015 Code Computer Love**

Hosting Technician ( contract )

Code is an enterprise based digital agency providing a wide range of online services like SEO, Web development, Application deployment to companies like Oxfam, HMV and Chester Zoo as their primary clients.

My role with Code is to provide hosting solutions to the multiple developer teams as well as meeting client operating requirements, whether that would be in a cloud based infrastructure or at a selected data centre. My role also is to quickly integrate into providing internal support and to improve service levels across the board.

* Deploying Infrastructure as a Service across Azure Amazon Web Services and our own dedicated HP VMWare environment.
* Providing full insight of aggregated server logging data and providing information to teams and to the clients within a PCI compliant environment.
* Providing and managing Platforms as a Service for the company, Centralising agile / communication platforms into a controlled archived administered location.
* Building work cases to implement new technologies for the company. Providing workshops to show how effective new technologies work for the company as a digital agency.
* With a passion for automation and config management, As the company hasn't reached this far, i have strived into creating a production / test environment running tests and auto deploying using Chef, Ansible and salt stack with Amazon Web Services and Azure.
* Implementing new changes to the infrastructures to reflect that the company is PCI compliant for the clients.

**MAR 2014 - DEC 2014 iVendi**

IT Operations Lead Engineer

iVendi is a tech friendly software solutions business in Salford Quays reaching enterprise status providing quoting / finance software to car dealerships like Autotrader, Lloyds Banking Group and Car Finance Checker.

My role with iVendi was to take ownership across the board on all aspects of security, server monitoring, to scale, and to maintain a good SLA uptime with the clients we have onboard. iVendi didn't have anything like these aspects in place prior to me being employed, i saw this as a great challenge to take ownership and apply myself ready for iVendi turning enterprise.

* Deploying servers in a cloud Azure / Amazon Web Services environment by using Powershell or their portals, and configuring them ready for use with necessary repositories for production. Providing Staging, UAT set environment for testing and demo purposes.
* Responsible for all server administration of our current infrastructure and maintaining our Teamcity build agent environments making sure workload capacities are suitable for developer builds to run consistently.
* Creating security audits, maintaining security access for all physical and cloud based servers. Placing all server data logs to one application safe for running queries for analysis.
* Providing 24/7 first on-sight support for any system outages, Assessing and diagnosing problematic server side and software related issues quickly, Understanding the direct cause, to resolving the matter sending incident reports coherently to management and notifying clients on what took place.
* Rigorously tested multiple monitoring solutions to find the most suitable for iVendi's future. This required a solution that covered the basics (SLA, Reports, Alerting, Escalation ) but would also monitor servers auto scaling, and deep application monitoring with SQL, IIS, Nginx, Haprox, Redis, RMQ.
* Pro-actively providing weekly SLA reports, to management for assessing downtime, trends and applications performances. Logging the incidents that affected the SLA.
* Responsible for all security measures for the company. Implementing security to all working employee devices whilst still maintaining a dynamic working environment for our developers. A directive that took place to to secure Lloyds Banking Group as a Client.
* Created a disaster recovery to safeguard company data and services, ensuring business continuity with minimal downtime and data loss. Provided a cloud backup solution for all business critical applications updating our
* Maintaining over 200 domains, responsible for DNS records and operations, control and uptime. Providing a secondary DNS service as a fail safe maintaining domain uptime and availability.

**NOV 2010 - FEB 2014 Game Play Servers**

owner - Infrastructure

Game Play Servers is a hosting IT business providing multiple online solutions broadening their client base, My role is to directly assist and maintain the customer base by managing their queries through the services that the company provides,

My goal for me with game play servers was to enhance my skills and experience I obtained through my previous role at Xeon play, by Multi-tasking the work load and assisting in different support portals, increasing work efficiency, achieving great customer services that game play servers offered.

I directly assist through different methods of online support from a online chat system feature, to ticket support to email assistance and then directly through telephone contact

Providing an efficient professional service giving quality solutions to the customers

The skills I gained through the development of game play servers are :

* Proactively handling customer queries through multiple support portals, ( ticketing, live chat support, email, and by phone ) Providing an efficient service giving quality solutions to the customer.
* Trouble shooting technical queries quickly identifying the severity of the issue and acting accordingly either by escalating the problem, or by handling the issue myself and providing the customer with a assessment of the situation and time of when the matter will be resolved.
* Taking ownership of the problem, providing confidence and control with the customer, being professional maintaining positive rapport and overcoming objections
* Providing hosting options to consumers and updating their services with us as is required. This includes configuring their hosting needs with us varying from Operating System options to easy control panel access. This requires knowledge of Linux and windows with advanced experiences of installing and using, Mysql, IIS, TCP/IP, Apache, FTP, Yum, SSH, CMD
* Creating methods for consumer support making it as easy as possible for customers to contact us. This involved web related software tools and mailing services Web based ticketing system, updated knowledgebase.
* The ability to effectively resolve customer related matters with Managed Services. This involves Investigating problems and checking logs, and last entries for errors, in a timely and efficient manner.
* I keep a keen interest in customer relations by building good rapport and working relationships, understanding their needs and exceeding their expectations. Developing relationships with affiliates, resellers and partners, branching out to other markets and building on business relationships.

**FEB 2008 - SEP 2010 Xeon Play**

Owner - Infrastructure

Xeonplay was a web-site developed company whose primary function was to sell hosting options custom packages with a unique selling point of price over performance. Once established, the web-site had over 10,000 hits per month with more than 100 clients. My role was to provide on hand solutions to consumer related queries and problems. Providing different methods of support, by email, telephone, ticketing support, and developing a knowledge base of related information providing key tips.

The skills I gained from Xeonplay, were:

* Competent knowledge in system administration, maintenance and development keeping clients up to date and resolving any system related problems.
* Rapport building with clients, establishing how they are finding the services Xeonplay provides, listening to feedback and suggestions and putting new ideas and procedures into effect.
* Trouble shooting, trial and error, and problem resolving, Establishing errors and reasons for why client related services and company related services are unresponsive and quickly resolving them in an efficient and professional manner.
* How to develop a client base through effective product and company promotion. This involved liaising with 3rd party organizations, identifying new marketing opportunities and sharing good practice in order to develop the reputation of Xeon Play as a reliable and progressive new company.

**EDUCATION AND QUALIFICATIONS**

**1999 - 2002 Bolton Community College**

GNVQ IT Foundation

GNVQ IT Intermediate

GNVQ IT Advanced

These courses covered a wide range of topics including –

• Information Technology Systems

• Using Information Technology

• Organizations and IT

• Communications and Networking

• Systems Analysis

• Software

• Database Development

• IT Projects and Teamwork

**1994 - 1999 Elton High School**

6 GCSE’S (A to C)

• English

• Maths

• Double Science

• History

• I.T