RAJ CAUSSY BSc,

AWS SA, RHCSA, MCSA 2012, MCITP, MCSA, MCTS, CCNA, MCP, Citrix CCA

ITIL v3

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*Career profile*

As a Technical Microsoft \ Cloud Technical Architect, with the following certifications, AWS Solutions Architect, RHCSA RedHat Linux, CentOS Linux, MCITP 2008 Enterprise (MCSE 2008), MCSA 2012, Cisco CCNA, Citrix CCA and ITIL v3, that has been employed by several large global companies such as Sainsbury’s, easyJet, Deloitte, Santander, Microsoft, BBC, News International to maintain environment's such as Windows 2012 \ 2008 including R2 \ 2003 including R2 and 2000+ servers, to maintain the AD environment which incorporates LDAP \ DNS \ Kerberos to improve the reliability and development of your company’s server environment, my experience in design, implementation and maintenance will prove invaluable. Troubleshooting and support come as second nature, meaning fewer and less frequent server issues for the business.

An IT professional with extensive technical skills for implementing \ maintaining \ monitoring and troubleshooting technologies such as AWS, Linux \ Puppet \ Octopus \ VMware vSphere, Citrix \ Terminal Server \ Active Directory \ Windows 2000, 2003 \ 2008 and 2012 \ IIS 6 & 7, SharePoint 2010 \ 2007 and WSS, DNS, ISA and TMG 2010, F5 Load Balancers, BlueCoat SG and AV Proxies \ Documentation \ Exchange \ SQL 2005 and 2008 with project management experience.

While at BBC \ EasyJet and Sainsbury’s, I was part of a team to design and implement Amazon AWS for the development and production environment. In my current role at the BBC my responsibilities are to design \ develop proof of concept \ develop CI \ CD and the entire automation of EC2 instances, , using S3 for static web sites plus additional administrative tasks such as creating an AMI, creating and configuring Load Balancer \ Route 53 and auto-scaling.

While at Santander, my role as the Cloud Technical Architect was to gather requirements \ document the current infrastructure and dependencies \ asses several leading edge vendor tools such as Dome9, Evident and McAfee \ cost \ risk assess \ secure and migrate 6000 servers into AWS \ Azure and Google. I have now built the base of each business elements for Santander in AWS and there are currently 1200 servers that have been migrated successfully.

A conscientious, proficient and reliable IT professional who believes in punctuality and communication at all levels. Works well within a team or independently and copes well with pressure. A patient and thorough individual when it comes to troubleshooting IT issues, with a commitment to succeed.

*Technical Certifications*

* Amazon AWS Solutions Architect (AWS SA)
* Red Hat Certified System Administrator (RHCSA)
* Microsoft Certified System Administrator 2012 (MCSA 2012)
* Microsoft Certified IT Professional 2008: Enterprise (MCSE 2008)
* Citrix CCA
* Cisco Certified Network Administrator (CCNA)
* ITIL v3
* TOGAF 9.1 (Working towards certification)

*Technical Proficiencies*

Design, implementation, maintenance and troubleshooting:

|  |  |
| --- | --- |
| * Red Hat & CentOS Linux | * Cloud : MS Azure \ Amazon AWS |
| * Microsoft Windows 8, 2012, 2008, 2003, 2000, NT, Vista and XP (Both x86 and x64) | * Microsoft Active Directory |
| * VMWare ESX, ESXi, VI, GSX, vSphere Workstation | * Microsoft IIS 4.0, 5.0, 5.1, 6.0, 7.0, 7.5 and 8.0 |
| * Microsoft SQL Server 7.0, 2000, 2005 and 2008 \ 2014 | * Microsoft DNS \ WINS \ DHCP |
| * Microsoft SharePoint 2010, 2007 and WSS | * Citrix Presentation 4.5 and XenApp 5.0 |
| * IBM \ Dell \ HP Blade \ Server Technology | * Citrix Access Gateway |
| * Security – Watch Guard \ Juniper \ Barracuda \ Bluecoats SG and AV appliances \ ISA 2006 \ TMG 2010 | * EMC \ Hitachi \ IBM SAN Technology |
| * Microsoft Operations Manger 2005 | * Windows 2003 \ 2008 Deployment software such as WDS, SMS and ADS |
| * Disaster Recovery Strategies | * Microsoft Windows Software Update Services (WSUS) |
| * Microsoft T-SQL | * Microsoft Windows Vista \ XP |
| * NAS Support | * Microsoft Exchange 5.5 and 2007 |
| * Microsoft Virtual Server 2005 | * Microsoft SMS 2003 |
| * Microsoft IPTV | * Microsoft Windows SharePoint Services 3.0 |

***Cloud Computing – Amazon Web Services (AWS)***

Expert level on EC2, EBS, S3, RDS, VPC, Route53, ELB, IAM, Cloud Front, Cloud Formation

Amazon Web Services (AWS) - Hands on experience both platforms, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS).

Hands on Migration from VMware \ physical servers to cloud in AWS. Amazon EC2 (Virtual Servers), VPC, RDS, S3 (Storage), AWS Cloud Formation (Infrastructure Templates), Terraform scripts, Amazon Route 53 (DNS management), Amazon Storage Gateway, Direct access, Security Groups.

### ***AWS Cloud Solution Design Architecting & Documentation***

Hands on technical Architect, designing documentation for Low Level design (LLD), Higher Level Design (HLD) for AWS environment such as, Networking (Direct access) Active directory, DFS, AWS

Implemented a migration process documentation from VMware to AWS and automating most of the process, and also created a double take process for Physical to Cloud (P2C) servers

Architect / designed existing business application and purposed a new higher level design after applications migrated to cloud

***Key Skills***

Managerial qualities:

* TOGAF 9.1
* ITIL version 3 – Service Catalogue \ SLA \ OLA
* Technical Architect
* Demonstrates team leadership and promotes a positive management technique
* Demonstrated ability to function effectively as a team player, as well as work independently to achieve organisational objectives
* Exhibits excellent problem-solving and analytical skills
* Comprehensive knowledge of designing, implementing, troubleshooting and documenting a Windows infrastructure
* Learns and applies new skills quickly – takes advantage of resources and tools available
* Report writing and communicating at all levels
* Collating a cost \ benefit analysis report
* Budget control
* Change management experience

*Oxford University Press (OUP) October 2017 – Present*

**Technical Cloud Solutions Architect / Cloud Engineer**

Predominantly hands-on role. Design \ Planning \ Documenting \ POC and Implementing the migration of OUP publications to AWS.

During my time here I have already built a team of 12 Cloud Engineers and saved Oxford University Press, more than 1.5 million pounds by optimising AWS infrastructure and implementing Cost Optimisation techniques, as well as using the Well Architected Framework model.

* AWS Design \ Security \ Proof of Concept to implementation
* Atlassian Jira & Confluence
* Project management using Agile \ Scrum and Kanban methodology
* Linux Administration – RHEL \ Ubuntu
* Windows Administration – Windows 2008 R2 upwards
* Scripted AWS environments using IaC, using Terraform and Cloudformation YAML
* Scripted infrastructure using Terraform \ CloudFormation YAML
* Only in a test environment implemented ECS Fargate
* Developed ‘auto-healing’ environments
* Bash scripts to build AMIs once deployed from an Auto Scaling group or by an engineer
* AWS Cost Management \ Optimisation
* Implemented \ supported AWS Security best practices
* Implemented \ supported several infrastructures for all types of projects, using VPC, Subnets, EC2, Bastion server, S3, Lambda, monitoring, backups using Storage Lifecycle plus other AWS services
* Implementation of AWS services, such as Lambda, CloudWatch, CloudFront, Cloud Trail etc.
* Managing / building / resolving Windows and Linux server issues
* Stakeholder Management
* Built a team of 12 in Hungary consisting of DevOps \ Solutions Architects & Cloud Support
* Implementing Governance based on AWS Well Architected Framework
* Implement an infrastructure that adheres to corporate standards
* Working with the Enterprise Architects to implement Cloud Standards, such as naming conventions, monitoring across different cloud technologies.

*Santander January 2017 – October 2017*

**Technical Cloud Solutions Architect**

Design \ Planning \ Documenting \ POC and Implementing the migration of ***6000 servers*** in to AWS \ Azure and Google.

* Stakeholder Management
* Platforms AWS \ Azure \ Google \ OpenShift
* Implement an infrastructure that adheres to PCI, HIPPA, NIST and SOC2
* Scripted infrastructure using Terraform
* Implementation of AWS services, such as Lambda, CloudWatch, Cloud Trail etc.
* Migrating physical and virtual servers to AWS.
* Managing / building / resolving Windows and Linux server issues
* Building secure cloud architectures from design to implementation. This includes hands-on scripting the infrastructure using Terraform
* Migration from VMWare
* Migration of RedHat servers
* SAML implementation
* CyberArk Technologies
* Roles and Policy creation using JSON
* Defining procedures and process
* Developing infrastructure topology
* Networking
* Cost management of an AWS infrastructure
* Implementing security, including firewall rules for physical firewalls and implementing Security Groups in AWS
* Scripting Lambda functions in Scala
* Scripting API Gateway functionality using Swagger \ JSON
* Puppet manifests
* CloudFormation templates
* Using GitLab \ Jenkins
* Service Transition and Documentation
* Agile Kanban methodology

*Koenig Training Solution November 2016 – December 2016*

Travelled to Delhi, to sit a RedHat Systems Administrator and Systems Engineer course.

Sat the RedHat Systems Administrator exam and passed, also completed a Puppet course.

***Technical Experience and Achievements***

*BBC Worldwide (Contract) – Web Operations March 2015 – November 2016*

**Cloud Architect / DevOps Infrastructure Project & Team Lead**

The BBC have several hundred web sites on Windows 2003 across several hundred servers. As a Technical Project Lead, my project was to migrate \ decommission web sites to a Windows 2008 R2 or Windows 2012 R2 platform. Some web sites also had a SQL backend which I migrated over to SQL 2014. During the analysis stage, I checked how often the web site were visited and server performance data from Performance Monitor \ SCOM and\or Solar Winds. From the data that was collated, I reduced the server estate from 289 servers to 112. As part of the process, I also redesigned the infrastructure using a virtual load balancer and where possible virtualised physical servers to reduce environmental \ maintenance and continual refresh costs. Building PS scripts to implement Continuous Integration.

As part of the project team, I designed \ built a proof of concept and implemented AWS for the BBC production web infrastructure. I have built the infrastructure using:

* Stakeholder management
* AWS Design \ Security \ Proof of Concept to implementation
* Removing users from AWS IAM and implemented the use of Roles per team via CyberArk.
* Linux Administration
* Atlassian Jira, Confluence & Bitbucket
* Scripted IaaS using Terraform
* Agile development
* Designed and implemented a VPC in AWS to host the new tool-chain consisting of 28 instances in 3 zones, split across 2 locations for high availability and DR capability.
* CI/CD Puppet implementation including writing manifests for Linux and Windows environments.
* Implemented Puppet to manage all instances including, users, groups, filesystems, packages, scripts, audit and security hardening.
* CI/CD Octopus Deploy for Windows environments
* Docker \ Containers
* Migrating SQL to AWS RDS
* Using AMI’s for server deployment
* Auto scaled environment
* Bash scripting for Crontab

***Technical Experience and Achievements***

*Sainsbury’s July 2014 – March 2015*

***Senior Technical Infrastructure Engineer Project Lead***

This is a project based role, to upgrade all Windows servers, approximately 3000, As part of the project it also required all stores, approximately 1500+ to centralise all data into a datacentre with disaster capability.

* Implementing PKI from design to Production environment across all stores
* Design the environment architecture i.e. Production \ UAT \ Support \ Training \ Development
* Design a resilient solution i.e. SQL \ Application clusters \ failover from one data centre to another
* Implement builds and application installation
* Implementing Work Flows templates for Service Requests

Technical responsibilities:

|  |  |
| --- | --- |
| * Linux Administration * CI/CD Puppet * Support Windows 2003 \ 2008 \ 2008 R2 \ 2012 * Microsoft Azure * Amazon AWS * Manage and maintain the Windows based e-Commerce Web environment * PowerShell Scripting * F5 Big IP * Support VMware vSphere 5.1 * Build VM and physical IBM servers | * Support Active Directory \ GPOs \ Troubleshooting GPO to computers \ users and OUs * Support IIS 6.0 to 7.5 * Support SQL 2012 |

*easyJet May 2013 – July 2014*

***Commercial & Enterprise Infrastructure Engineer***

easyJet are an e-commerce company with approximately 600+ customers purchasing flight tickets every minute.

As part of the project team, it’s my responsibility to :

* Design the VDI environment
* Migrate internal storage \ data to the 3rd party solutions provider on to their Netapp SAN
* Develop a Server Decommissioning process for all departments to adhere to.
* Create environments in Amazon AWS cloud based solution and integrate SCOM 2012 monitoring

**Technical Responsibility :**

|  |  |
| --- | --- |
| * Microsoft Azure * Amazon AWS * Support Windows 2003 \ 2008 \ 2008 R2 \ 2012 * AD * Support IIS 7.0 \ 7.5 * Manage and maintain the Windows based e-Commerce Web environment * F5 Big IP * Support VMware vSphere * Manage \ Support Azure * Manage \ Support Amazon AWS * SCCM | * PowerShell Scripting * Citrix XenApp 5.0 \ 6.0 and Citrix Access Gateway * SCOM 2012 * Monitor Akamai and CMS system * Manage and maintain the Windows based Web sites * Support Active Directory \ GPOs * Troubleshooting GPO to computers \ users and OUs * Support SQL 2005 and 2008 |

***Technical Experience and Achievements***

*Oxford University February 2013 – May 2013*

***Windows and VMware Specialist***

Oxford University have a project to consolidate the plethora of applications requiring authentication through Active Directory SSO and Shibboleth. ADFS 2.0 has been decided the way forward.

As part of the project team, it’s my responsibility to manage the VMWare environment and working alongside the Enterprise Architect to implement Microsoft CRM Dynamics, which would allow all colleges to upload their potential student applications directly to the university.

*Deloitte Touche October 2012 – February 2013*

***Senior Wintel Operations Analyst***

The primary objective of the position is to provide operational and project support within the Global Hosting Center Operations group ensuring that are hosted and managed services/applications and data center facilities which are highly available systems

My role requires to deliver a high level of service \ mentor colleagues across the globe and to meet the expectation from the business of a highly available agile infrastructure. Specialised and technical competencies is required, along with a solid understanding of an enterprise IT infrastructure operational environment, adhering to industry best practice.

*DRS July 2012 – October 2012*

***Senior Infrastructure Technician***

The primary objective of the position is to provide operational and project support within the Global Hosting Center Operations group ensuring that are hosted and managed services/applications and data center facilities which are highly available systems

My role requires to deliver a high level of service and to meet the expectation from the business of a highly available agile infrastructure. Specialised and technical competencies is required, along with a solid understanding of an enterprise IT infrastructure operational environment, adhering to industry best practice.

|  |  |
| --- | --- |
| * Review infrastructure and suggest improvement(s) * Team Lead * PowerShell Scripting * F5 Big IP * VMWare ESX * SharePoint 2007 \ 2010 * Microsoft SCOM 2007 * Microsoft DPM 2010 \ 2012 * Active Directory * RCA in event of Major Incidents | * Windows Server 2008, 2003, 2000, NT * Windows Clustering 2008 R2 and 2003 * MS SQL 2008 \ 2005 * HP Hardware * HP Blade Technology * IIS 7.x * Design of new server infrastructures to support new business applications * ISA 2006 \ TMG 2010 * Knowledge transfer to other teams |

***Technical Experience and Achievements***

*Deloitte Touche March 2012 – July 2012*

***Senior Wintel Operations Analyst***

The primary objective of the position is to provide operational and project support within the Global Hosting Center Operations group ensuring that are hosted and managed services/applications and data center facilities which are highly available systems

My role requires to deliver a high level of service \ mentor global teams and to meet the expectation from the business of a highly available agile infrastructure. Specialised and technical competencies is required, along with a solid understanding of an enterprise IT infrastructure operational environment, adhering to industry best practice.

*Santander UK August 11 - Feb 2012*

***Senior Wintel Operations Analyst***

I am a member of the Central Server Management team which supports a large scale Windows Server infrastructure running a diverse range of business applications in man data centers. As part of my daily tasks, I had to support Windows 2008, 2003, 2000 & some NT servers running on approximately 5000 servers ranging from 2 – 32 CPU’s. I had to operate flexibly both as a member of the team and independently. My experience and knowledge across multiple Microsoft technologies, coupled with exposure to change management, disaster recovery, SLA based environments and high availability systems in a fast paced, highly challenging environment suited my skillset to assist the team.

*Freshfields Bruckhaus Deringer March 11 - August 11*

***Web Infrastructure Analyst Support***

Freshfields Bruckhaus Deringer is an international law firm with 30 global offices. Customers from London or globally, would log a support case which has to be resolved in the allocated SLA. Apart from resolving ongoing IT issues, I am also involved with projects, such as rebuilding the Terminal Services \ Citrix environment to over 6000 users. Currently, I am part of a team, in a project to migrate the whole infrastructure to two data centres in Germany. This involves AD, IIS, Bluecoat security.

I am responsible for the support of all HA Web and Hosting Services \ AD across a global infrastructure spanning over 30 offices worldwide.

*Oxford University January 11 – March 11*

***Windows and VMware Specialist***

Oxford University are in a project to upgrade their VMware hardware levels, including all Linux virtual servers. The university are also investigating SharePoint 2010 and required the necessary skill set to implement a Proof of Concept (PoC) for the educational establishment. I was also part of the project to redesign the whole AD infrastructure into a more manageable design, which included meeting with different parts of the business and finding out their requirements, simplify the usage of groups and implementing GPOs.

I am responsible for the VMware HA cluster environment, consisting of 200+ virtual servers across the 3 data centres.

***Technical Experience and Achievements***

*Freshfields Bruckhaus Deringer January 10 - December 10*

***Web Infrastructure Analyst Support***

Freshfields Bruckhaus Deringer is an international law firm with 30 global offices. Customers from London or globally, would log a support case which has to be resolved in the allocated SLA. Apart from resolving ongoing IT issues, I am also involved with projects, such as rebuilding the Terminal Services \ Citrix environment to over 6000 users. Currently, I am part of a team, in a project to migrate the whole infrastructure to two data centres in Germany. This involves AD, IIS, Bluecoat security.

I am responsible for the support of all HA Web and Hosting Services \ AD across a global infrastructure spanning over 30 offices worldwide.

*HP / Microsoft (Ireland) October 09 – January 10*

***Microsoft Product Support Services for SharePoint (EMEA)***

Calls from external customers with Microsoft Premier Support contracts who log cases are reallocated to HP to resolve a variety of SharePoint issues. This may lead to a server issue, IIS incorrectly configured or the current architecture incorrectly implemented. There SharePoint Team resolve cases from Europe, Middle East and Africa.

*Koenig IT Solutions (India) July 09 – September 09*

Travelled and stayed in India for a period of 2 months to complete the following exams and courses :

* Microsoft Certified IT Professional 2008: Enterprise (MCSE 2008)
* MCTS : Windows Server 2008 Enterprise (Design & Architecture)
* MCTS : Windows 2008 Application Infrastructure
* MCTS : Windows 2008 Network Infrastructure
* MCTS : Windows 2008 Active Directory
* MCTS : Windows Vista
* Microsoft Certified Technical Specialist : SQL 2008 Database Development
* Cisco Certified Network Administrator (CCNA)

*Countrywide PLC September 08 – July 09*

**Technical Infrastructure Team Lead**

Countrywide have more than 50 different subsidiaries and more than 1000 Estate Agent outlets. My role is to design, plan, purchase, implement and maintain a web resilient infrastructure to compete against RightMove.

***Technical Experience and Achievements***

*BBC Worldwide (Contract) – Web Operations September 07 – September 08*

**Web Operations Infrastructure Technical Team Lead**

The BBC WW has a number of web sites and web site migration projects currently being implemented. From my previous training and experiences I advise, plan and implement changes or enhancements, enhance and maintain the operating environment for a number of externally hosted websites, review server \ network architecture, configure load balancing, duplication of web sites for resiliency and provide support to the customers and to the team. Assist colleagues on the day to day operations such as Releases for developers and to troubleshoot issues that are logged into Helpmate. Currently I have put my ideas \ reports forward for a backup strategy, VM Ware ESX environment and for a review of Release plans, which from my peers have had good response.

As of October ’07, I had taken on the role as Web Operations Team Leader, managing a team technical team of 8. Added to my role,

B*T (Contract) December 06 – September 07*

**Infrastructure Support \ Analyst**

BT has a major project being rolled out to customers using Microsoft’s IPTV. As a brief overview, I am currently supporting 1700+ Windows servers across the UK, training the basics of SQL 2005 which includes SQL 2005 disaster recovery and writing documentation. Also, I am advising TCS account managers and a team of 11 people how they can change working practices to meet SLA targets to regain BT confidence on services that TCS offer.

*News International Newspapers Ltd* November ’00 – November ‘06

**Internet Project Manager\ Windows Infrastructure Analyst**

**Responsibilities :-** Supporting AD infrastructure for more than 5000 XP desktops and 600+ Windows servers. Making sure that journalists can access the corporate LAN via Citrix. My assistance is also required by CentreCore, a subsidiary of News International, for rolling out projects to customers, namely implementing AD or any other Windows technology infrastructure.