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**Profile**

I’m a DevOps enthusiast (recently undergone DBS/BPSS checks) with a good background knowledge and experience as a Systems /Network/Security Engineer (able to work with Windows /Linux and its varying O/S), Cisco devices (Routing/Switching) and Database technologies (SQL/MySql/NoSQL etc).

In the last 5yrs years I’ve gained valuable experience and knowledge of the AWS platform, GCP/Azure (experimenting), GIT, various CI/CD technology (AWS code commit/deploy/pipeline, Jenkins/Bamboo/TeamCity), Kafka, Docker container, Kubernetes, OpenShift, IaC (Terraform), Ansible & Puppet technology stack.

I also have a vast wealth of knowledge managing, administering and engineering of networks, systems and security components over the last 17 years whilst working in medium/large Enterprise organisations in the UK, EMEA and Globally within the Financial Services/Market Data, eCommerce, Advertising/Media and Telco industries using cutting edge technologies and maintaining a very high IT professional standard.

Summarily, I consider myself an ambitious individual able to learn new skills on the fly, able to hit the ground running and with a clear vision of future goals and able to work collaboratively (including adopting Agile methodology and Scrum framework – Kanban Board, sprint and daily stand-ups on site and remotely), independently in a fast-moving environment. I am also a dedicated and hardworking individual with good communication, interpersonal skills, and a clear understanding of business needs with regards to information technology and its services (i.e. network/systems/governance/compliance management processes and the adoption of clearly defined IT standards i.e. ITILv3, ISO, SOX and Agile methodology) critical to large enterprise organisations. The meeting of deadline targets (SLAs and OLAs) in a DevOps driven environment, as well as the ability to work under pressure is another vital set of skills I possess and to keep up with the spontaneous and volatile IT environment I do attend/subscribe to lots of technical IT forums, Seminars, Webinars.

**Work History**

**CGI IT UK** – Global IT Consultancy Service

*May 2019 – Aug 2019*

*Role:**DevOps Engineer (Payment software Integration Engineer)*

***Project****:* Payment System Proof-of-Concept (PoC);

Assist the remotely Geolocated CGI platform operational team in Europe to Implement and Integrate a *payment system* solutionfor an end client(*Deutsche Bank*).

***Technology Stack*:**

Linux (RHEL7 OS), Kubernetes, Docker, Apache Kafka (messaging streaming component to track ALL payment processing), Ansible, GitLab (CI/CD pipeline), ElasticSearch, Logstash, Kibana, Prometheus and Grafana for monitoring and gathering *metrics* in view of optimizing the payment processing times with a critical view of measuring the transaction *latency* times of each individual transaction (>*100s of milliseconds range*) end-to-end. The core system components run on OpenShift – Platform-as-a-Service (PaaS) /AWS Platform.

**Deutsche Bank -** *Investment Bank – Consultant role*

*July 2017 – Dec 2018*

*Role:* ***Configuration Management*** *(DevOps)*

Worked within the Global Unix Engineering Team. I was involved in the implementation/deployment of the OSCM Project and responsible for managing a UNIX/Linux platform to control the hosts Operating System using Puppet Enterprise (version 2017.2) on the Banks “*Ultra low Latency -Trading servers”* within the Dev, QA, UAT and PROD environment and currently applied to a 1000+ hosts with a view to scale up to 30,000+ using puppet compilers.

These servers were hosted on AWS and VMware platforms in multiple datacenter location (Globally).

The OSCM (Helix) platform enables the organization to define, approve and control the OS configuration using Bitbucket/Puppet Enterprise 2017. 2. The Operating System being deployed are RHEL6/7, SLES SP4, OEL6/7, AIX and Solaris OS.

***Key responsibilities:***

Maintaining, operating and supporting all OSCM configuration platform issues including executing builds, releases within the Dev, QA, UAT and Production environments. The OSCM Configuration management engineer is also responsible for the continuous development of the configuration management system CI/CD pipeline - Bitbucket/TeamCity/Puppet Enterprise 2017.2 -also experimented with Ansible for OSCMv2 project. To build and deploy a fully automated platform that will be used for both the deployment and ongoing management of the entire Linux server estate (30,000+ servers) starting with the ULL (Ultra Low Latency) servers within the Dev, QA, UAT & PROD environment. For transparency and auditory purposes, I created an OSCM User Guide and Runbook documentation using Confluence (Atlassian tool set) and SharePoint.

Additionally, with a proof-of-concept (PoC), I deployed a Puppet managed environment and its middleware tools (running on docker containers – ElasticSearch, Redis, webproxyhook etc), using Geneos ITRS application for monitoring, implemented and tested Terraform (IaC) on a VMware and AWS platform.

**Patch Management**: This is sub role I carried out within the Global UNIX Engineering Team, which involves the administration and supporting the Global Patching team and maintenance (scheduling, deploying rpm upgrades and MySql database updates) of the UNIX Automation Patching platform (PDD in-house patching system -DEV, QA, UAT & PROD) of the Banks UNIX/Linux servers.

The Patching implementation teams are geographically spread with a primary task of applying Operating System/Database updates, security and vulnerability patches via the Patching/BladeLogic server system also within the QA, UAT & PROD environments of the entire UNIX/Linux Deutsche Bank estate of 64,000 operational servers – CI patches are done via scheduling slots leveraged by ServiceNow (dbunity) were a CR request gets raised prior to implementation and task verification. When servers (CI) have errors and get rolled back, an incident ticket is raised in Snow for investigation and a remediation.

I generate a weekly patching report using Oracle SQL/MySql tool, which is reviewed every week to ensure all Servers (CIs) are fully compliant with regards to governance, audit, security and vulnerability. My team were also involved in reviewing and mitigating the data feeds we received from our external security/vulnerability vendors and in turn the team create a Patch Cluster quarterly (various OS’s -RHEL6&7, SLES SP3 & SLES SP4, AIX, OEL etc.) that gets applied after being certified by various stake holders.

***Technical skills and knowledge required***

Experience of implementation and support of the following software at enterprise scale with a full understanding of HA and DR requirements.

Puppet infrastructure and code plus Hiera • Ansible • ElasticSearch • GitHub • TeamCity • Bitbucket • Load balancing software • Docker and Kubernetes •Jira • Confluence (Atlassian Suite) • ServiceNow• Standard git branches and releases • Git flow • Terraform • Continuous Integration and Continuous Deployments (CI/CD pipeline) • ITIL incident management, change management, problem management processes • ServiceNow • Basic Knowledge and experience programming and scripting language such as Python and Bash • Broad knowledge of Linux/Windows • Awareness of Blade Logic and HP SA • Oracle SQL/MySQL • Virtualization product experience covering offering such as VMWare, KVM and AWS • Firm understanding of large scale infrastructure / distributed computing concepts • Experience defining / documenting workflows and integrations of all processes and procedures in confluence and SharePoint in a large Enterprise environment.

**Telephonica**

(Telecoms) *April 2017 – June 2017 - Contract Role*

*Role: Senior Linux Engineer (Configuration Management)*

Applying Puppet management on Linux Servers and ensuring security patches and vulnerabilities are remediated in a planned, controlled and timely manner within the Wi-Fi Team

(Based in Slough and includes Remote working)

**Quidco**

(e-Commerce Industry)

*Sep 2016 – Mar 2017*

*Role: DevOps Engineer*

*Background:* Quidco is the UK’s leading cash back website (high traffic), with more than 6 million members and have been responsible for more than £1billion of UK retail purchases. They are aiming for systems to operate and scale with zero downtime. They are in the process of creating a truly scalable platform comprising of Kubernetes/Docker/Bitbucket/Git/Quay.io/Jenkins to optimize their own systems whilst looking forward at scaling into the cloud using AWS.

*Duties and responsibilities;*

• Providing, and building a scalable production environment on Docker/Kubernetes (Cluster - Master, Nodes, Containers and Pods – etcd, API, Hyperkube, RKT, Minikube/Virtual box/Hashicorp Vagrant setup – for Developer local environment) and AWS

• Supporting tooling that allows the software engineers to build and deploy seamlessly.

• Some scripting and automation of systems for continuous integration.

• Regularly querying/updating MySql databases as required by our in-house PHP developers’ codes changes/updates.

• Inculcating Agile and Scrum methodologies – *also daily stand-ups with various Dev teams.*

• JIRA Suite – Atlassian

• Monitoring and ensuring system uptime and performance metrics for the Quidco website and allied systems (using New Relic, Zabbix 3.2 and ElasticSearch Logstash (filebeat) and Kibana (ELK Stack))

• Collaboration and communication across multiple teams to ensure business goals are met.

• Primarily supporting and architecting the AWS platform and leveraging the services it provides i.e. S3 (including access policy), AWS CLI, ECS, EC2, Cloudfront, ELB, Security Groups, IAM (User/Group - access/permissions/policy), RDS, ElasticBeanStalk, OpsWorks, Cloudformation, Lambda, Code deploy, API/NAT Gateway etc.

*Technologies used:* ● Virtualization: Kubernetes, RedHat Enterprise Virtualisation, KVM● Configuration management: Puppet or alternative ● Automation and Integration: Jenkins● Database: MySQL (Percona) ● NoSQL: Elastic, Redis, and Memcache● Messaging: RabbitMQ, AWS SQS and SNS services.

**Cambridge University Press** *May 2016 – Aug 2016 - Contract Role*

*Role: Infrastructure Engineer – DevOps*

This role involves pipeline management, the provisioning/supporting the rapiddevelopment & launch of a brand new digital platform for Cambridge University academic content. The new platform will provide a digital home for all of Cambridge University Press’s academic books & journals. This is a purely Automation and Deployment environment using a range of technologies and tools used for managing and administering Builds and Deployments - Continuous Integration and Delivery (CI/CD). This is a hands-on role with a Infrastructure/DevOps slant and involves daily stand-ups supporting very large and highly available web applications especially Iaas/Saas – essentially AWS and any services that is deemed beneficial to the current project and future enhancements going forward i.e. setting up monitoring platform with a mix of Prometheus and Grafana to monitor the entire platform (AWS instances – url health checks endpoints, loadbalanser latency, error rates, hits and misses etc).

*Technology involved*: - Linux, Bash Script, Puppet, Ansible, Bamboo, Git/GitLab, ElasticSearch Logstash/Kibana (ELK)

AWS – RDS/ElastiCache/Route53/SQS/Cloud formation/Code Deploy/NAT Gateway etc.

Databases/Applications -MySql and MongoDB (Upgraded mongo3.0 to 3.2), Neo4j, ElasticSearch, Redis, Java, Node.js

Build tools – Vagrant, Selenium, Docker, Packer and Bamboo, AWS CLI & SDK

This is an Agile (Scrum/Kanban environment) environment. As we have a geographical disperse team (Cambridge – UK & Manila – Philippine), we use the Slack API and IRC to communicate – Alerts, planned work, noticeboards, support requests e.t.c.

**Immediate Media** *September 2015 – May 2016*

*Role: Senior Systems Admin (DevOps/WebOps)*

This role involves the use and experience of the following technologies and skill application: AWS, Rackspace, VMware 5x, Git/GitHub, Red hat, CentOS, Debian, Ubuntu and windows. Puppet, Jenkins, F5 Load balancer, DB usage (Mongo DB, MySQL, Percona Cluster, and PostgreSql), Apache/Nginx, with some exposure to New Relic, Pingdom, PRTG and ELK (website/application monitoring tools), Octopus and Team City (Build/deployment tools). Also a result, I’m currently upskilling in the following technologies; Docker, Terraform and Packer.

Project tasks: Provisioning VPN connectivity to multiple remote sites connecting to Rackspace Cloud/Intensive. Setting up a stage environment that replicate Production (Live) environment. Managing multiple environments (Production, Stage, Dev, UAT etc.) using a combination of Platforms, tools and application such as Vagrant, Git (Git-Stomp, Github and SourceTree), Puppet (Geppetto, R10k, Hiera, and Foreman). Migration of newly acquired company’s digital assets on their AWS S3 bucket to the Immediate media AWS (S3) platform. Testing, implementation and deployment of varnish servers to a newly acquired company’s website (Hitched/Weddings) infrastructure using tools like puppet/github in a high availability infrastructure - F5 load balanced.

BAU: Involves the support of RadioTimes and Sports websites (i.e. cycling news, Bikeradar etc.) and services using various tools/applications. The team use SlackAPI and lync to communicate.

In this role we initially adopted Kanban technique and then evolved to an Agile framework and methodology with a 2 weeks scrum sprint cycle. My team’s project and tasks can be tracked by Jira and document repository used is confluence – we use a varied suite of Atlassian of software.

**Creative Assembly (SEGA)** *July - October 2015*

*Role: DevOps/Server Systems Specialist*

Current Project: Working with the “Total War Battle” - KINGDOM team. The teams’ primary task is to deploy the Total War Battle – KINGDOM video games on IOS and Android tablets/Smart phones devices, after successfully deploying it on Macs and PCs*.*

Task involves but not limited to creating SQL/MySql/DynamoDB frontend tools for the gaming Developers, Programmers, Test and QA teams. Installation and configuration of the Puppet infrastructure to manage physical servers and servers running on the AWS and VMware platform in Test, Dev and Production environment. Also supporting Developers and QAs that use Continuous Integration (CI) and Continuous Delivery (CD) tools like Perforce alongside Unity, Eclipse, Visual Studio and building tools using C# and low level C++ and python programing and scripting in an Agile environment. Server OS predominantly used: Ubuntu, Debian, Redhat, CentOS, OSX, and Windows 2012.

**BBC** *(Sept 2014 – June 2015 Contract Role)*

*Role:* ***Senior Operations Engineer (****Attended and completed the AWS Essentials foundation and AWS Solutions Architecting with AWS training course at the BBC Academy*.)

I’m currently working within the BBC Digital Online technical group (OTG). 24x7x365

Supporting and managing all BBC online applications and services, at its core – BBC iPlayer, BBC websites, BBC online radio (Nationally/Regionally) and various BBC online programmes – distributed locally and globally, working closely with the BBC Editors and Journalist team (UK/Worldwide), also managing BBC broadcasting services and technology i.e. Transponders, Transcoders (encoders and decoders) for Video on Demand (VoD), Audio on Demand (AoD), BBC index website and all other allied websites and various BBC external clients requiring direct services (Media content delivery (Video/Audio etc.) from the BBC i.e. to SKY, Virgin Media (TiVo & Liberate), BT and other media organisations. Some of the cloud technology services we use, namely; AWS platform, CDN, Akamai e.t.c.

Required skills and knowledge include but not limited to; Linux (RHEL 5&6, CentOS 5&6, Ubuntu etc.), Windows (2008 & 2012), various monitoring Tools, Splunk (monitoring and log search – content delivery transaction between the BBC and its various clients), Puppet (managing user accounts, files and packages, whilst able to install, configure and deploy the Puppet Master/Client architecture.), VMware, Networking, Cloud computing, NoSQL, GIT, SVN, Hadoop, Jenkins , SSL certificates, HTTP, Apache, Tomcat, Cisco networking (Switching, Routing, MPLS, VPN, Firewall etc.). Also the use of other application and monitoring tools i.e. Zenoss, Nagios, SHOUTcast, Silmucast, Pagemonitor, Dynatrace, Gomez, Simulcast, Evertz etc.

Exposure and some experience to Amazon Web Services (AWS) cloud computing technology (EC2, S3 bucket, EBS, VPC, Cloud Front, Cloud Formation, Cloud trail, Cloud Watch, Elastic Search, Spunk, IAM, Route 53, SNS, SQS, OpsWorks, Elastic transcoders, Elastic cache, dynamoDB, Lambda, Config e.t.c). For BAU, I use JIRA/Confluence system to manage Incidents, Events, Projects, run book and cookbook documentations etc. working alongside Developers and with a DevOps approach in an Agile/Scrum environment.

**EASYNET PLC (Lloyds Data Centre)**

***Senior Cloud Hosting Engineer*** *(May2013 – Sept 2014)*

*Job Description: Working* within the UK Hosting systems team to provide reliable and professional 3rd line fault management for all aspects of the UK systems services provided to Easynet Enterprise customers (Internal and External).

Managing the newly deployed Easynet Managed Private and Public Cloud services (AbiQuo - cloud management platform as a launching front-end platform for IasS, PasS services similar to Amazon Web Services (AWS)). This role is focused on the deployment, management, monitoring and maintenance of the hosted customer platforms (Private, Public and Hybrid Cloud). Also managing VMware 5.5 platform with incorporation of v Cloud, Director, Veeam One for monitoring and replication between remote/DR sites using SRM (VMware) and Cisco Nexus switches. These platforms are connected to various SAN solutions i.e. 3PAR, EMC and NetApps. Automation tools in used; Puppet and currently experimenting with SALT stack. For backups: Symantec Netback up, Veeam, Asigra, HP protector, Acronis 11. Experience using JIRA, Installation of CI; Jenkins, Hudson, and Maven as well as reversion control systems i.e. Git and Subversion. I have knowledge of the following allied skills Shell scripting, Python, Power Shell, JavaScript, XML, with good experience with Networking tools/protocol: SMTP, DNS, TCP/IP, IPSec VPN, SSH, LDAP, Kerberos, POP3, IMAP, UDP e.t.c and various monitoring systems (Zenoss, Geneoss, Hobbit, Sitescope, Nagios Solarwinds e.t.c.) applications and APIs. Experience with LAMP, SQL, MySQL. O/S working experience Redhat (including experience Satellite, Spacewalk), CentOS, Debian, Ubuntu, SuSe and other UNIX distributions.

On a more granular level, the log, track and resolve any incident occurring on the Easynet Systems wide platform (both Virtual and physical): Linux Redhat, Centos, Debian, SuSe and Ubuntu. UNIX: Solaris, FreeBSD e.t.c. VMware hypervisor (vSpehere and vCentre 5.1 & 5.5), Windows Operating system (2k8 & 2k12), Radius, LDAP, DNS, Mail, shared website hosting, backups, storage, Content filtering, MS Web services, SharePoint, Microsoft Exchange, General Services running both on Unix and Windows environments, Delivery of project tasks including: building, configuring, auditing, securing, modifying and migrating and various systems to multiple platforms including the administration of firewalls (i.e. watch guard, checkpoint, Cisco ASA, PfSense, MonoWall e.t.c), networks (Switching & Routing protocols – EIGRP, OSPF, BGP) and supporting complex software. I also manage the Easynet IP addressing schema for IPv4.

**BBC** *(Jan 2013- April 2013)*

*Role:* ***Systems Administrator and Infrastructure Specialist (****Contract Project – TVC \_Closure)*

Worked within the future media (FM) and online technical group (OTG) to carry out decommission and migration tasks using VMware ESXi/ESX – vSphere5 to Clone, P2V and V2V hosts (Centos, Redhat and Windows hosts - essentially servers), from one physical site to another remote site coupled with hardware/software installation, configuration, setting-up and configuring HP iLO for out-of-bound management implementation and the deployment of Zenoss monitoring tool (RHEL 5/6 OS ) using Cobbler (kick-start) in tandem with Puppet (Configuration management tool – installation, configuration and deployment*)* and other application and components (packages) associated with the Zenoss open source monitoring tool. Nagios is another versatile open source monitoring tool that can be deployed and implemented using configuration management tools. Exposure to Amazon Web Services (AWS) cloud computing technology (EC2, S3, EBS, VPC, Cloud Formation, IAM, OpsWorks e.t.c). Working with the JIRA system was part of the everyday utility for BAU, Incidents, Projects e.t.c.

**FTSE –** Index Company **–** Financial Services/Market data**(London Stock Exchange Group of companies).**

*(May 2010 – Dec 2012).*

Role: ***Senior Applications Support Analyst*** (Shift lead) (2/3rd line Monitoring/Supporting the UAT and DR environment as well as the FTSE Index Platform Services for Equities, Fixed income (Bonds & Gilts), AARTF, CUREX (Forex) e.t.c). Basically supporting the FTSE indices dissemination from Bloomberg and Reuters feed through to the FTSE’s Tier 1 clients (NASDAQ, Reuters, Bloomberg, Fidessa e.t.c) which involves preventing or keeping to the barest minimum any service interruption to the platform and Operations services during and outside production

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*Required skills:* Networking, ITIv3, (Incident, Release, Change and Problem Management), UNIX, Redhat, Linux, Sun Solaris and Windows. Basic scripting (i.e. BASH, Perl, AWK, SED, KSH e.t.c) and experience using JIRA, JMX, Puppet, Geneos, Zenoss, SQL, LUA, Dollar Universe, ETF (Informatica) Basic Java, C & C++ knowledge and various complex 3rd party, Documenting defined processes and also supporting in-house bespoke financial and non-financial applications/systems.

*Previous Role:* ***Real-Time Index Platform Support Analyst*** (Monitoring/Supporting the FTSE Index Platform Services for Equities, Fixed income, Bonds & Gilts, AARTF e.t.c). Basically supporting the FTSE indices dissemination from Reuters feed through to the FTSE’s Tier 1 clients (NASDAQ, Reuters, Bloomberg, Fidessa e.t.c) which involves preventing or keeping to the barest minimum any service interruption to the platform and Operations services during and outside production.

The platform infrastructure comprises of UNIX (Sun Solaris) Linux (Centos, SUSE and Redhat), Windows Systems and various database systems (Oracle, Sybase and SQL), and many other financial applications. Role also involves liaison with 3rd party vendors, dealing with Faults/Incident and general service management for the Operations team and Organisation at large. This is purely an ITIL driven environment.

***Complex financial application******experience/ support (1st/2nd line)*:**

Kalahari, Caplin, Quant, DMC and other in house financial bespoke tools and applications

This role also involved supporting the Equities, Bonds and Gilts product file delivery via DDS in a timely and orderly manner. Knowledge of Reuters and Bloomberg real-time terminal application. Other supporting role/services include E.O.D, Cooperate Action, Wilma and Fred Databases used extensively by the Operations team.

***Monitoring******Tools/Application used:*** Zenoss, Geneos ITRS, ETL – Informatica (automated Job scheduling application and able to manipulate/process market data from heterogeneous databases) and the FTSE indices headline real-time dissemination tool. Monitoring the heterogeneous databases for any errors as well as DR site replication. Other sub roles include administering physical/virtual servers, backups, email archiving, and file restoration and more.

**Easynet PLC - A part of BSkyb Corporation** (*Jan 2008 – May 2010)*

*Role:* ***Datacentre/Hosting Engineer***

Daily/General Tasks: General datacentre services support, hardware support (HP, Dell, Sun e.t.c), network/systems monitoring using Nagios, monitoring, liaison with 3rd party vendors (Polycom, Hitachi, Cisco, Basilica e.t.c.). Hosting services, 2nd /3rd line Systems/ Network support, maintenance and fixes (for global internal and external customers servers on a multi OS platform (Sun Solaris, FreeBSD, OpenSUSE, Debian, OpenBSD, Linux, Red Hat Enterprise Linux, Ubuntu and, Windows including) VMware ESX3.5/4.0 platform (Cloud Computing). Multi network hardware infrastructure (Foundry, Server Iron, Extreme load balancer and HDS – Hitachi hardware for backups (NFS), Cisco routers/switches, HP and Dell servers, Juniper devices, SUN E and V series also supporting servers for internal and external customer e-mail platform and various other system and services) This role is a 24x7x365 shift work (8 - 12hrs).

**Project work/Tasks in Easynet/BSkyb**

• Kickstart/Jumpstart (PXE) server implementation/deployment.

• IPAM server implementation.

• Consolidation of Redundant/Legacy systems – using VMware technology.

• Supporting and maintaining the SUN Solaris10 Cluster platform for financial applications – 2nd line

• DNS/BIND – creating and updating Zone files, domain, configuring forward and reverse lookup records for internal and external

sister companies on a UNIX platform/Web GUI.

• Installing, configuring, deploying and maintaining the Nagios, cricket and Cacti monitoring systems.

• Updating /patching OpenBSD, FreeBSD, Linux, Debian and Solaris systems running on various hardware

(I.e. Sun Cluster Server and HP enterprise builds).

• Data communication room server audit.

• Hosting Services – configuring Cisco switches for IP feed for hosted customers. Assist with secure and remote access to our datacentres.

**Past Training/Certifications:**

***AWS*** *Solutions Architect training course - BBC Academy* *2015*

***ITIL v3 Foundation*** certified.

**ORSYP** (Dollar Universe)

**Informatica** - ETL

***Cisco Certified*** *–* ***CCNA***

***VMware:*** ESX3.0 and ESX/ESXi 4.0 (including vSphere 4), installation, configuration and administration Training.

***HP OpenView*** - certified administrator.

***Penetration and Vulnerability*** Testing – Qualyis Guard training.

***Work Experience gained*** *(as a Sys/Net Admin)*

•UNIX (Sun Solaris) and Linux (Redhat, Centos, Ubuntu, Debian and SUSE - SLES) Administration.

• Bash/Shell AWK and SED scripting, Knowledge of PERL, Python, Ruby, C & C++ programming language

• ITIL framework (ITIL v3 certification).

• Databases - MYSQL and Oracle PS/SQL knowledge with basic experience including *NoSQL* databases

• 24x7 proactive network monitoring (12 hours shift) in a highly pressured NOC/NMC environment.

• Change management procedures and implementation.

• Customer facing and 3rd party liaison skills.

• Proactively monitoring/maintaining the EAME Firewall, VPNs, and other servers (IDS, DNS, DHCP, WINS etc)

• Network Security – deploying, maintaining, supporting and monitoring the regional (EMEA) VPNs, Firewall and IDS system.

• Troubleshooting VPN and Firewall connectivity issues in the EMEA region – remote offices.

• Working in a BS 7799, Sarbanes and Oxley ACT (SOX) and ISO270001 compliant environment.

• The meeting of Service Level Agreement (SLA) to local/remote sites in the EAME region as agreed.

• On-site/Remote network support and troubleshooting.

• Maintaining /Deploying IPSec VPNs and firewals in EMEA.

• Documentation - IT operations, procedures, intranet sites and network diagrams (*Visio Microsoft).*

• Procurement/Provisioning of software and hardware cover from third party organisations.

• Helpdesk/ Technical support 2/3rd line.

• Remote site visits (EMEA).

• Hosting Services – Provisioning, 24/7 shift support, remote-hand, standby and Call-out.

• Rack mounting network/Systems hardware.

• Asset management and Server Audit.

***Programming/Scripting languages* experience/knowledge:**

Bash/Shell scripting and Python with experience of JAVA, C/C++ and PHP

***Monitoring tools/Network security tools:***

*Prometheus****,*** *Grafana, ELK,*Simulcast, Pagemon,Solarwinds,Zenoss*,* Geneos*,* Nagios**,** Sitescope, Netcool, Cricket, Cacti, Nmap***,*** Indicative andHP Open view (using x–windows - Sun Solaris OS platform) and Java - web interface (admin consoles) Sniffer tools (netasyst, observer etc), IDS (Snort), Websense Internet content filtering, Solarwinds (Orion – net flow analyzer, wireless monitoring etc), Observer, Hostmon, MRTG, (Symantec). Emulation software: Remote desktop, PcAnywhere and VNC, SNMP/Traps, TELNET, ICMP, and UNIX.

***Ticketing System used***: Jira, Remedy, ServiceNow, Keystone and SupportWorks and a couple of in-house and proprietary tools.

***Networking experience and knowledge:***

Firewall ASA, IPSec VPN - Access, Intranet and Extranet and SSL, Cisco (ACS/RSA) , HTTP, SMTP, DNS, POP3/IMAP DHCP, DMZ, Wireless networks, WAN (ISDN, xDSL, Leased Lines, Frame Relay e.t.c,) LAN (VLAN, STP, VTP and wireless LAN), UNIX, Linux, IDS, SNMP, LDAP, fibre optics, DSL, FAX Systems (Unified Messaging System), SSH, Internet Portals etc. Good knowledge, understanding and experience of the OSI model and TCP/IP stack. Windows Sharepoint, Hyena (Server Audit and Asset management tool).

Network vulnerability and penetration testing - using tools from various vendors. Citrix Presentation Server 4.0 Netscape’s, RADIUS technology (Radius DNS, Radius Authentication, RSA e.tc.). T.A.C.A.C.S, FTP servers and VMware technology. Good knowledge and experience of the TCP/IP stack, routed and routed protocol: IP and routing protocols: RIP, RIPv2, EGRIP, OSPF, MPLS, BGP e.t.c. Basic understanding of VOIP and Cisco Call Manager. Good knowledge of installing and deploying Nortel VPN switches/gateway device. Cisco router and switch configuration (i.e. racking, password capture/restore, VLAN provisioning, enabling routing protocols health checks, troubleshooting e.t.c). IPAM server, Bluecoat proxy appliances

2004 – Dec 2007 ***Ogilvy and Mather Group (A part of WPP)*** – *Canary Wharf*

**Position**: Network Engineer/Communication administrator (WW/EMEA region).

The organisation consists of over 6000 users in the EMEA region and 20000 + users worldwide.

Ogilvy Advertising EAME (OMG)

Environment: EAME Hub services network datacentre (NOC)

*Position:* Network Systems Engineer (Worldwide/EAME)

Worldwide role: Proactive monitoring of the global messaging and network devices

EAME role: 2/3rd line perimeter/edge network support – liaising directly to the EAME IT directors/mangers

Which involved, maintaining and configuring all EAME Sun/NG checkpoint firewalls, Nortel Contivity VPN (IPSEC, Checkpoint & SSL VPN), Intrusion detection monitoring as well as monitoring all SOX compliant devices in the EAME region.

2002 – 2004 ***Ogilvy and Mather Group (A part of WPP media organisation)* –** *10 Cabot square***,** *Canary Wharf.*

*Position*:Network and Communication Administrator (EMEA region).

Sub roles: Global Network Monitoring /Worldwide Messaging Administration (Domino).

*Primary Task*: Proactively monitoring 150/Application Domino servers - Windows and Linux OS platform ***(20,000+ end users)***

Mr Doug Jeffries (New York) Matthew Wintour (London) - *Line Managers.*

*Secondary Task:* Monitoring and maintaining (locally/remote) all critical devices (IDS, firewall, VPN, domino servers etc) in the EMEA region which supports 40 remote offices with 50+ IT Managers/Directors **(*5,000+ end users).***

Mr Francis Boulos (EMEA*) - Line Manager.*

2001 - 2002 ***Ogilvy and Mather Group (OMG)* –** *10 Cabot square***,** *Canary Wharf.*

*Position*: Junior Lotus notes/Network monitoring Administrator - **Placement Year**

Proactively monitoring 80+ Domino servers (remote offices worldwide) whilst maintaining/supporting

35 domino servers in the EMEA region ***(4,000+ end users)***

***Project work in Ogilvy and Mather (OMG Group)***

***Worldwide active Active Directory/DNS/DHCP***, implementation and deployment using Infoblox ‘Grid’ application.

***EAME region*:** Qualys Guard deployment for vulnerability and pen testing

***Checkpoint Firewall:*** Installation and Pre- configuration/deployment of 30+ V120 Sunfire with solaris9 OS for our remote offices in the EMEA Region – this sometimes involved travelling to our other EMEA offices.

***VMware*:** Implementation/deployment in our EAME sites to allow for further hardware consolidationand supporting the email platform running **SUSE Linux**

***VPN Upgrade*** – IPsec VPN in EMEA region (hardware and software).SSL VPN implementation - recently

***DR/BCP* -** (Disaster Recovery/Business Continuity Plan)Setting up and maintaining a redundant system in the event of a disaster.

***SOX* -** (Sarbanes and Oxley Compliance) Documentation of all IT Operations and services and polices.

***HP Openview –*** Implementing and maintaining a 24x7 global network monitoring system used to proactively monitor all critical devices namely; 150 + domino servers connected via firewalls, VPN switches and routers worldwide. The NOCs (data centres) are located in Hong Kong, London and New York.

***Nortel VPN*** - Pre- configuration, deployment and remote support of over 30 Nortel VPNs (Models: 4600, 2500, 1700 and 600 series) located in various EMEA sites.

**Academic Background**

1997 - 2001 ***University of East-London***

Computing and Business Information Systems (Extended Degree – including Foundation year)

**Course Contents:** Project Management, Business Analysis (O.O, UML, Use Case) Business Studies, Software Development (C/C++, J builder, Java, Object Oriented programming)

Computer Programming, Networks & Operating systems (Data &Telecommunication, UNIX, Windows, Linux)

Database Systems & Technology (RDBMS) and Usability Engineering.

**References**

Available on request.