**Richard Russell**

**Freelance DevOps/Cloud Engineer**

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**Professional Profile:**

A highly motivated and genuinely flexible IT Professional with over two decades of real world IT experience. Most of the years have been devoted to supporting web/middleware technologies, on-premise, Virtual/Cloud infrastructures for Agile development teams building Java/C#/PHP/Scala, applications. I have a strong ability to identify and analyse information quickly, to grasp complex technical issues. Combining strong technical knowledge with the commercial acumen and team leading skills required to effectively conducting IT project functions with a focus on quality of service delivery and budgetary control. Exceeding typical expectations in any role undertaken, certain to become recognised as a valuable asset within any organisation.

**Core Competencies:**

* Excellent communication skills both written and verbal on technical and non-technical topics.
* Team leadership, managing the performance and welfare of multi-site IT teams.
* Service management, managing high availability for business-critical systems.
* Experience of supporting enterprise applications and Cloud/Virtual infrastructures for Multinational organisations.
* Interfacing and coordinating tasks with external and internal technical resources, providing technical governance, across a diverse range of technologies
* Strong technical knowledge of current trends.

Technical Expertise:

**Languages:** Java, Python, Bash Shell scripting, Powershell, PHP, Ant, Maven, JSP, XPath & XSLT, and basic C/C++, and Perl   
**Version Control Systems**: Git, GitLab, BitBucket, VTS and Subversion  
**Automation/Build Tools**: Jenkins, Terraform, Ansible, Docker, Kubernetes, Puppet, Nexus, Artifactory, TFS, Cloudformation, MS ARM templates, Bamboo,  
**Testing tools**: Selenium, Cucumber, Junit, JMeter, DBUnit

**App & Web Servers**: Tomcat, NGINX, Apache, JBoss, Atlassian JIRA/Confluence, IBM IHS, MS IIS  
**Databases**: Oracle, MySQL, Sybase. DynamoDB, Postgres, Redis, and Cassandra  
**Cloud/Virtualisation**: AWS/EC2, MS Azure, Heroku, IBM BlueMix, Circle CI, VMWare ESX/ESXi, Docker, Xen, Vagrant, Satellite, Openshift

**Monitoring:** ElasticSearch, Prometheus, Kibana, Logstash**,** Nagios, Dynatrace **Platforms**: Linux RHEL/Ubuntu and UNIX, iOS, Android, Solaris, Windows  
**Network/Infrastructure**: TCP/IP, SSL DNS, DHCP, LDAP, Active Directory

**Employment History:**

**Sept 2019 - Present: Samsung Electronics - DevOps Engineer**

Working as part of the DevOps team providing support to the Samsung in-house development teams and infrastructure.

* Provide support to the software development/testing teams building firmware and Android updates to Samsung handsets and devices.
* Create CI/CD pipelines with Jenkins, Github and Gerrit, and Artifactory
* Write Puppet modules/scripts to provision Development servers/machines
* Write Python scripts to extract information from logs and to update dashboards
* Build Docker images to use for testing Android updates for Samsung handsets/devices

**June 2019 - Sept 2019: Arden University - DevOps/Linux Engineer**

Working as part of the IT Operations department providing support to the Arden University AWS/Linux VM infrastructure. Providing cover for permanent new starter

* Provide support to the internal development/testing teams and in-house applications.
* Create development / testing environments in AWS
* Create CI/CD pipelines with Bitbucket, Jenkins and Ansible
* Write terraform scripts to provision resources within AWS.
* Create AMI image linux Ubuntu upgrade.
* Build Kubernetes clusters with Amazon EKS for new version of Arden website
* Configure Amazon System Manager to automatically patch Linux servers
* Setup Maria/MySQL DB RDS instances for Dev / Test environments
* Deploy SQL script for database updates
* Create Lambda job to monitor the University website and provide alerts
* Create a report on the existing infrastructure in a disaster recovery scenario
* Write/Deploy sql code against databases for deployments.
* Create Ansible scripts to deploy PHP applications with Jenkins.

**Mar 2019 – Jun 2019: Cisco - DevOps Engineer**

Working as a DevOps Engineer with the Cisco DevNet and Automation team (NDA signed)

* Create exam objectives and questions for Cisco Exams
* Provide reviews on SME exam questions and give feedback
* Document help guides and processes within the team
* Write technical questions/answers on Python programming, Configuration Management tool (Ansible/Puppet) and containerisation technology (Docker / Kubernetes)

**Oct 2018 – Jan 2019: Mobiquity - DevOps Engineer**

Mobiquity is a professional services firm trusted by hundreds of leading brands to create compelling digital engagements for customers across all channels.

* Working alongside the Mobiquity/Bank ABC team providing DevOps support to the Agile project team to migrate BackBase Portal to Amazon Web Services.
* Implemented a POC to allow business users/publishers to promote content through BackBase Portal 6 DTAP environments.
* Configured Amazon Oracle RDS to support various spring boot web applications running on Tomcat 8.
* Build Docker images to support Development and Testing Teams and their pipelines
* Create daily snapshots/backups of AMI images of DTAP environments.
* Create incremental backup of the Jenkins server to store in S3 bucket.
* Configured AWS security groups to allow specific traffic to internal applications.
* Provide system administration of RHEL / Ubuntu Linux servers
* Attend daily stand-ups to discuss stories and sprint reviews
* Created BASH scripts to perform housekeeping

 Focused on automation and integration.

* Monitored developed applications and fixed bugs
* Build and configure nGinx Kubernetes cluster with AWS EKS
* Offer consultancy to other business units on proposed solutions
* Configured Prometheus monitoring to monitor Kubernetes cluster.
* Write Cloudformation/Terraform scripts to provision AWS resources and infrastructure
* Join daily stand-ups and sprint refinement/retrospective with two Agile project teams.
* Work on Jira stories and raise service now changes for Production releases/changes

**June 2018 – Sept 2018: De PersGroep (Media/Publishing) - DevOps Engineer**

De PersGroep is the largest media company in the Belgium and the Netherlands, providing several national newspapers: *de Volkskrant*, Trouw and kraant.nl

* Working as part of the Data science team collecting and aggregating data to provide a better user experience and personalization to subscribing customers.
* Implemented a Kubernetes cluster for Apache Flink and Prometheus for monitoring data streams
* Implemented EKS cluster in AWS to support Apache Flink Kubernetes cluster and cloudformation script to create worker nodes
* Automated build of AWS infrastructure EC2, RDS resources with Packer/Terraform
* Provide system administration of RHEL / Ubuntu Linux servers
* Develop Docker images to support Development and Testing Teams and their pipelines
* Implemented fluentd with Kubernetes logs to AWS Cloudwatch
* Use CloudCheckr to generate monthly reports on AWS resource usage.
* Offer consultancy to other business units on proposed solutions
* Configured ELK stack to monitor our applications and infrastructure
* Write Ansible/Terraform scripts to provision AWS resources and infrastructure
* Join daily stand-ups and sprint refinement/retrospective with two Agile project teams.
* Work on Jira stories and raise service now changes for Production releases/changes
* Attend daily stand-ups to discuss stories and sprint reviews

**June 2017 – June 2018: ING Bank - DevOps Engineer**

* Support squad team members (developers) to deliver ING SMS, and Web/Voice applications
* Automated deployment of web applications, bindings and configuration settings using a combination of Nolio and Bash shell scripts
* Provide administrative support of RHEL Linux servers
* Looked at product/development roadmap, prototyped and implemented solutions for engineering needs using various technologies i.e Git, Docker and Kubernetes.
* Offer consultancy to other business units on proposed solutions
* Provide on-call support of the Production applications
* Write Ansible/Terraform scripts for provisioning and configuration management
* Manage all Production deployments and changes for squad
* Monitor incident queue and provide root cause analysis
* Work on Jira stories and raise service now changes for Production releases/changes
* Attend daily stand-ups to discuss stories and sprint reviews
* Setup CI/CD pipeline with Gitlab, Jenkins, Nexus and Nolio
* Document environment architecture and environmental changes
* Write Bash/Python scripts to automate daily administrative tasks
* Create/Configure Kibana/Grafana/Nagios dashboards to capture/display errors within application logs to monitor performance and environment health
* Upgrade/patch Logstash/ELK within the environments
* Implement SSL certificates within NGINX/Apache web servers
* Provide Linux Redhat 7 administration
* Supported technologies: Redhat Linux, Docker, Python, Linux, Git, Oracle, bash, Nolio, Artifactory and Jenkins

**January 2017 – June 2017: IBM Netherlands - Middleware Engineer**

* Provide on-site support on behalf of IBM for the ABN-AMRO applications/web infrastructure
* Work with Agile teams providing support to developers/testers and application deployments.
* Work on Jira stories and raise service now changes for configuration changes
* Configure Jenkins jobs to build/test project code
* Work alongside testing teams performance testing ABN applications and provide performance tuning of web architecture
* Document environment architecture and environmental changes
* Write Bash/Python scripts to automate daily administrative tasks
* Provision Development/testing environments within IBM Cloud for integration testing
* Configure AppDynamics to capture application performance and environment health
* Partake in daily stand-ups and sprint reviews
* Provide support of IBM Websphere/Tomcat 8, Apache, and Websphere application servers
* Implement SSL certificates within Apache web server
* Provide RHEL administration
* Supported technologies: Redhat Linux, Docker, Python, Linux, Git, Oracle, Sybase, bash, Jenkins, and Jira
* Write custom scripts for Python/Bash maintenance and issues

**October 2016 – January 2017: Ministry of Justice –DevOps Engineer**

* Provide support and management of the MOJ application testing environments
* Work with Agile teams to provide DevOps support to developers and testing teams providing deployment/support of code releases.
* Partake in daily stand-ups, sprint reviews, and end of sprint demos
* Manage and support application deployments in AWS/Azure web infrastructure
* Provide Linux administration within AWS/Azure
* Configured Kubernetes clustered with AWS EKS to provide environments for internal project teams
* Use Github to create project/releases branches and to store application configuration
* Build and maintain ELK stack (Elasticsearch, Logstash and Kibana)
* Use Ansible/Terraform to provision AMI instances and to keep configuration in-line within environments
* Write automation scripts with Bash/Python.
* Provide support of PHP Laravel applications hosted on nGinx and Drupal 8
* Build Docker images and manage containers with Kubernetes with Azure
* Work on stories within JIRA as well as create documentation within Confluence.
* Implement ELK stack to provide monitoring of application logs
* Setup DocumentDB (NoSQL) within Azure for storage of application metadata
* Document environment changes in Confluence

**April 2016 – October 2016: RS Components – Linux / DevOps Engineer**

* Provide support and management of Front Office/Mobile development and testing environments
* Use configuration management tools (Ansible/Terraform) to keep in-line configuration, and provision VMware/AWS cloud hosting environment
* Install, build Jenkins servers and jobs to build/deploy code for Agile teams and CI environments
* Deploy agents and setup alerts within Nagios
* Management of developer code through the full deployment life-cycle in Git.
* Provide RHEL Linux administration within Amazon AWS servers and create Bash shell/python scripts to automate sys admin tasks
* Use version control Git to create project/releases branches and to store app configuration
* Create Grafana dashboards for System Insight with Collectd, Graphite and Grafana
* Build and maintain ELK stack (Elasticsearch, Logstash and Kibana)
* Create Dev/CI environment within AWS for development/test teams.
* Write automation scripts with Python.
* Create docker images for proof of concepts testing.
* Install SSL certificates in JBoss/Apache web server
* Work on stories within JIRA as well as create team documentation within Confluence.
* Provide management of testing and production environments through the software life-cycle
* Troubleshoot and provide application support of J2EE based middleware applications
* Implement small change and work together with Service Management
* Provide capacity planning for testing and production environments
* Write sql queries and deploy sql scripts to Oracle databases
* Create Grafana dashboards for System Insight with Collectd, Graphite and Grafana
* Build and maintain ELK stack (Elasticsearch, Logstash and Kibana)
* Provide basic Oracle DBA tasks i.e; grant user access and write sql queries
* Build and support JBoss 7, Tomcat 8, Apache, SQUID proxies servers
* Build/compile JAVA WEB applications (ANT, Maven)
* Work closely with Agile development/testing teams providing deployment/support of code releases.

**September 2015 – March 2016: Yorkshire Building Society – DevOps Engineer**

* Provide support of the YBS internal JAVA applications/SOA services and web infrastructure.
* Script and automate the deployment of application code into test and production environments
* Create Puppet manifests to provision application servers and keep inline configuration files/software patches.
* Build or support testing/production environments from technical designs.
* Secure Apache web server with SSL certificates.
* Provide Linux administration and support of RedHat Linux servers.
* Create Bash/Python scripts to automate manual tasks.
* Manage code releases with TFS.
* Setup CI pipeline with Gitlab and Jenkins.
* Create monitoring alerts within Nagios.
* Create and deploy SQL scripts to query/update databases.
* Provide basic DBA tasks with MS SQL Server 2012.
* Work closely with development and test teams to provide solutions/fixes and resolve test defects.
* Build JBoss High availability clustered environments.
* Produce design documentation and build diagrams on Production / DR HA environments
* Manage support incidents, change requests, and problem management tickets.
* Follow ITIL v3 processes.
* Work closely with Network team to implement changes and resolve issues.

**May 2015 – May 2015: RS Components – DevOps Consultant**

* Review and provided recommendations on existing Puppet installation and manifests.
* Produce design documentation on new continuous delivery environment.
* Review of existing bespoke deployment tool
* Work closely with development team to gather their requirements.
* Produced and held presentation to highlight deployment issues within the existing testing environments and ways to introduce continuous delivery architecture.

**January 2011 – May 2015: HISCOX – DevOps Engineer**

* Providing support of Hiscox small business and direct commercial online websites.
* Perform system administration and support of RedHat Linux/Wintel servers.
* Automate the delivery of application code into the CI and automated deployments to test and production environments runs smoothly using tools such using Git, Puppet, Maven, Jenkins, Nexus and IBM UrbanCodeDeploy.
* Build DevOps Tooling environment by creating Puppet modules for Apache, Jenkins and custom rpms.
* Install Splunk for log file aggregation and Dynatrace for application performance monitoring
* Write SQL queries for data analysis and perform administration and support of MSSQL/Oracle databases.
* Create Docker containers and manage deployment with Kubernetes for Development team.
* Configure and manage AWS instances for marketing wordpress sites and development servers hosting java applications.
* Manage code repositories with SVN/Github
* Building, configuring and installing JBoss application server on RHEL.
* Manage Rackspace hosting servers for business units.
* Create Puppet manifests/modules to build application stack in test and production environments to ensure the server configuration is in line.
* Monitor production environments with APM tools such as Dynatrace/GOMEZ.
* Manage support incidents, change requests, and problem management tickets.
* Work closely with ITILv3 processes.
* Create high-level design diagrams and detailed documentation on environment and processes.

**June 2009 – January 2011: BUPA - Web Configuration Team Leader**

* Managing and supporting the BUPA Web architecture consisting of 178 websites.
* Responsible for the build and deployment of J2EE applications using Ant, Maven, and Cruise Control from testing through to the production.
* Resolving any arising production support incidents, change requests, testing defects and problem management tickets.
* Building and managing development and testing machines using Puppet.
* Provide operations support to software development teams.
* Working in strict accordance to the ITIL practices and processes.
* Building, configuring and install Weblogic application server on RHEL.
* Resolving daily support incidents in line with agreed SLAs.
* Creating detailed documentation of the web environments and support processes.
* Writing up SQL queries and performing management of Oracle/MySQL databases.
* Responsible for the support and management of RHEL.
* Set objectives for staff personal development; delegating tasks with effectiveness to reach operational objectives.

**December 2008 – June 2009: T-Mobile - Middleware Specialist**

Providing support on T-Mobile websites, J2EE/.Net applications and SOA platform.

**June 2006 – November 2008: British Telecommunications plc - Web Services Team Leader**

Perform middleware administration support across all live systems; ensuring that systems meet and exceed their agreed SLAs.

**September 2005 – June 2006: AOL Time Warner – Systems Administrator**

Conducting system administration for all issues pertaining to the availability of the AOL web platform.

**March 2004 – September 2005: British Telecommunications plc - Web Services Team Leader**

**Education and Qualifications:**

**1992: Southgate College - A Levels in English, History, and Mathematics**

**1990: College of North East London – GCSEs in Maths, English, Biology, History and French**

**References available on request**