# Summary

Professional DevOps engineer with hands on experience supporting, automating and optimizing mission critical deployments on premises and public cloud (AWS)

# Key Technologies

* AWS Certified Solutions Architect (Associate)
* IBM DevOps essential
* IBM Cloud Kubernetes Service
* Node JS
* Python, bash, java scripts, jason and yml

# Areas of Expertise

* DevOps Automation Practices & Tooling
* Configuration management using ansible, CI/CD..
* Infrastructure as code using terraform
* Version control, Gitlab
* Docker & Kubernetes

# Experience

## DevOps Engineer, IBM-CIC-UK, Preston (Apr ’19 – to date)

Being part of the DWP site at Newcastle integration team responsible for the transfer of data between internal and external systems and API based services, working in a strong agile based practice.

* Actively managed, implemented and monitored new change requests on AWS services
* Developed Terraform modules and applied ansible playbook to deploy and configure
* Implemented IP White listing for external systems
* Ensured version control with GitLab, branches and merged requests
* Competent user of JIRA to access storyboards and sprints on a project assigned to me, including the use of slack channels to communicate internally.
* Created solution documentation and logical diagrams for the requirements.

## DevOps Engineer, Cavendish Wood, Manchester (Apr ’18 – Apr ’19)

Responsible for the implementation of the infrastructure from external hosting to internal cloud hosting using DevOps within Agile environment for our prestige public sector client ‘DWP’, part of the Mobility project.

* Implemented Windows Active Directory Services, IIS, Sophus UTM, security policies, free radius CentoS 7, VPN with ASA
* Improved the deployment process within AWS (automated deployment) by using Infrastructure as code
* Actively managed, improved and monitored AWS services, IAM, VPC, Route 53, EC2, S3 and scaling
* Developed Terraform modules, ansible playbook to deploy and configure
* Scripting with bash, PowerShell, Jason, yml
* Developed CI/CD pipeline for the project
* Achieved version control using GitLab
* Use of JIRA to access storyboards and sprints on a project assigned to me, including the use of slack channels to communicate internally
* Created documentation (implementation guides & Low Level Designs)

## Cloud Engineer, Secura, Welwyn Garden City (Nov ’17 – Jan ’18)

Responsible for the delivery of enterprise cloud projects, including delivery of new technical services and provisioning of customer services. Provide customers with highly secure enterprise cloud services that deliver business advantage and value.

* Installed, configured, integrated and managed Linux (CenstOS7) server roles (MySQL, PHP, nginx, GitHub) via Ansible management servers
* Installed and configured windows servers and servers roles
* Engaged with 3rd party support suppliers to ensure OLA’s that underpin customer SLA’s are maintained.
* Ensured systems are running at peak performance levels and are maintaining a high level of availability.
* Prepared & presented migration plans to senior staff for approval
* Planned and implemented technical solutions for new clients
* Proactively manage events and incidents as they arise through the Service Desk.
* Managed technical risks to customer platforms and scheduled maintenance tasks.
* Customer technical documentation is maintained, and team processes are adhered to company policies.
* Mentor and inspire technical staff, provide training and support on internal systems.

## DevOps Engineer, Pinnaca, Berkshire (Jul ’16 – Oct ’17): SC Cleared

Responsible for cutting edge systems and networking technologies based in the secure network operations centre, providing service to the virtual presence managed services portfolio for public sector clients(MOJ). Accountable for ongoing development of the future infrastructure on cross platform for data centres with operational security processes as per business needs including lower lever design (LLD). Working on Ministry of Justice project to provide secure network and communication.

* Installed, configured, integrating and maintained Linux CentOS7) and VMware platform technologies (NFS and VMFS storage solution, central single login solutions LDAP and TACSA+, security solution with OSSEC HIDS, VLANs, subnets on ESXi hosts, WSUS, apt-mirror and yum-mirror, central syslog-ng server and log rotation with TLS, Active Directory, DNS, DC, DFS, and network file system).
* Developing logging solution with syslog-ng over TLS.
* Deployed Linux packages via Ansible
* Responsible for operational security processes, including patching of Linux, Windows, VMware / ESXi operating systems.
* Created automation through scripts and troubleshooting of in-house developed packages.
* Designing, installing and configuring Active Directory and antivirus enterprise servers
* Created, maintained and reviewed documentation in-line with government CESG Guidelines, Good Practice Guides, RMADS and ISO27001 documentation.
* Acted as a technical subject matter expert for a high-profile account.
* ITIL-based Incident Management Process, network-layer fault logging, troubleshooting on routers and switches and working on firewalls.
* Developed further knowledge on VMware Technologies, Opensource Linux Platforms (Primarily Debian based), such as ZenOS v5 and Windows 2012 R2 Operating System.

## System Administrator, Flixmedia Ltd, Colindale (Jan ’16 – Jul ’16)

Managing and administering cross platform Wintel/Linux infrastructure, incidents, and troubleshooting complex technical problems, implementing changes. Interacting with a variety of clients and suppliers on a daily basis.

* Managing, administrating WAN & LAN infrastructure
* Microsoft Windows 2008/2012, hosted Linux (CentOS, RedHat) servers, Sonic Wall, Cisco switch and access points
* SSH and Linux, SVN and Shell commands
* LAMP, MySql, Shell Scripting, cron jobs etc.
* Managing Active Directory, DNS, DC, DHCP
* Installing, configuring, managing and integrating Symantec Enterprise Security solution
* Administrating Virtual environment Microsoft Hyper-V
* Event management through server density monitoring platforms

## SysOps Engineer, Kcom, Hamel Hempstead (Oct ’15 – Jan ’16)

Responsible for managing incidents, talking to clients, troubleshooting complex technical problems, escalating & leading major incidents, implementing changes. Interacting with a variety of customer, and vendor teams on a daily basis within the Service Management Centre.

* Managed Cisco based WAN & LAN infrastructure
* Proactive security through Cisco and Fortinet appliances
* Microsoft Windows and Linux managed hosting solutions
* Event management through monitoring platforms

## Senior Desktop & Desktop Apps Support Engineer, QMUL (Feb ’14 – Sep ’15)

* Effective delivering to defined Service Level Agreements; managing continuous improvement.
* Employed technical expertise to create innovative solutions that address complex technical and business challenges.
* Applied industry best practice to set standards and develop policies, processes and procedures.
* Contributed to the strategic development of the Desktop and Desktop Apps function and Student and Staff Customer Support services.

## IT & Network Support Engineer, Safetykleen, Surrey (Oct ’13 – Jan ’14)

* Responding prioritising and managing Support requests within a SLA to ensure minimum disruption.
* Diagnosing, analysing, resolving, recording and monitoring technical problems and issues such as installation, maintenance, repair, upgrade and configuration and troubleshooting of windows desktops and windows servers, software, hardware, printers, Internet, email on the network
* Managing active directory accounts, profiles within OUs and dealing with password, new user accounts, security groups and access permission issues
* Configuring, troubleshooting and monitoring Cisco routers, switches, ASA firewall and ACS server
* Visiting data centres to carry out maintenance