**David Thomson | Senior Devops Engineer**

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Professional profile

An experienced IT professional with over 10 years’ experience within application design, install, support and development as well as IT infrastructure/Devops.

Currently working for an agency as a Senior Devops Engineer.

Career summary

**April 2019 – Present Gene Commerce**

**Senior Devops Engineer**

*Key responsibilities*

* Creation and management of client web servers (apache, nginx).
* Management of internal test and production servers.
* Full stack web development when required (html, css, php, etc)
* Creation and management of deployment pipelines using Deploybot.
* 2nd and 3rd line client support.
* Server automation creation using bash, python.
* Project Management.
* Helping to manage 1st and 2nd Line workload when required.
* Technical approver for GIT approval process for all production code deployments.
* Management of build automation tools such as Jenkins and Chef.
* Server and component upgrades.
* Mysql database management including design, installation, administration, upgrade and migration where needed.
* Shell scripting using perl, python, and bash as well as PowerShell when required.
* Ownership of all high priority issues including diagnosis, root cause analysis and resolution.
* Production of guideline and process documentation for team members in company confluence.

**March 2015 – April 2019 Canon UK**

**Third Line Applications and Systems Analyst**

*Key responsibilities*

* Dealing with escalated issues from the First and Second Line Support Desk as well as large corporate customers via JIRA.
* Advanced support of Canon software product portfolio.
* Project management through product lifecycle.
* Involves advanced knowledge and skill in Microsoft SQL, MySQL, PHP, IIS, Active Directory, Exchange, Network Infrastructure (including Network, LAN / WAN and Firewall), IT Network Security.
* Server and client install and configuration for large blue-chip customers.
* Remote and onsite software implementation and configuration.
* Project Management
* Helping to manage 1st and 2nd Line workload when required.
* Installation, configuration and Support of UNIX and Linux environments including automation.
* Installation and management of VMware ESXi and AWS environments for Canon UK.
* Management of code deployment pipelines.
* SQL database management including design, installation, administration, upgrade and migration where needed.
* Debugging of complex UAT and Production environments.
* Software Development when required using JAVA, C++ and C#, PHP.
* Production of guideline and process documentation for team members

**February 2014 – March 2015 Canon UK**

**Second Line Solutions Technology Specialist**

*Key responsibilities*

* Telephone and Email based Helpdesk support to blue chip customers and partners. Dealing with both IT departments of customers as well as end users and partners over phone and email, using remote support technology or VPN to methodically diagnose and troubleshoot issues - or make the appropriate escalations when needed.
* Supporting a large range of companies in both the Private and Public sector.
* Involved extensive knowledge and skills in Microsoft SQL, MySQL, PHP, IIS, Active Directory, Exchange and other mail servers, network infrastructure, and Virtualisation infrastructure and software.
* Involves deep knowledge and expertise of Windows Desktop and Windows Server environments.
* Collecting relevant information, logs and stats for effective escalation and resolution in a timely manner aiming to meet customer SLAs wherever possible.
* Training, advice and support to new and existing members of the team.

**March 2010 – February 2014 Amazon UK**

**Infrastructure/Operations Specialist**

*Key responsibilities*

* Provide 2nd and 3rd Line infrastructure support of Windows and Linux environment.
* Creation of infrastructure documentation such as Change Control, Network topology diagrams, network structure diagrams.
* Management of Change Control process.
* Management of key infrastructure such as AD, DNS, SharePoint and File servers.
* PowerShell environment management including server administration, script creation, server and client troubleshooting, server feature/role installs and networking tasks.
* Bash scripting when required for administration/automation of Linux servers and clients.
* Backup and Disaster Recovery management for company infrastructure.
* Support and install of Windows and Linux servers within the VMware and Hyper-V environments.
* Development, Configuration and management of AWS including setting up new users and groups, installing and managing instances, network and application load balancing and RDS creation and management.
* Creation and distribution of server and desktop machines in Linux and Windows environments.
* Support of company network including configuration of Citrix routers, switches and firewalls.
* Creation and administration of company SQL and Oracle database instances.
* Desktop and mobile application development.
* Website Development and Support when required.
* Configuration and management of Microsoft Exchange.
* Management of Citrix environment when required.
* Desktop and Web Application support when required.

**January 2009 – February 2010 Calculus Software Solutions**

**First and Second Line Systems Support Analyst**

*Key responsibilities*

* Telephone and Email based Helpdesk support to blue chip customers and partners. Dealing with both IT departments of customers as well as end users and partners over phone and email, using remote support technology or VPN to methodically diagnose and troubleshoot issues - or make the appropriate escalations when needed.
* Supporting a large range of companies in both the Private and Public sector.
* Involved extensive knowledge and skills in Microsoft SQL, MySQL, PHP, IIS, Active Directory, Exchange and other mail servers, network infrastructure, and Virtualisation infrastructure and software.
* Involves deep knowledge and expertise of Windows Desktop and Windows Server environments.
* Collecting relevant information, logs and stats for effective escalation and resolution in a timely manner aiming to meet customer SLAs wherever possible.

Education and qualifications

* **BA Business Management and Computing, Second Class (HONS) –** Southampton Uni – June 2006
* **A2 English, A2 Computing, A2 Economics, A2 Physics, B –** Sackville Community College – July 2003
* **12 GCSE’s, 12 x at A, B –** Sackville Community College – July 2001

Qualifications

* **MCP Windows Server 2012 70-410 Certification**
* **MCP Microsoft SQL 70-461 Certification**
* **CompTIA A+**
* **CompTIA Network+**
* **Lynda.com and CBT Nuggets member**

Hobbies and Interests

* **Fitness including Running and triathlons**
* **Technology**
* **Drawing, Digital Design and Photography**
* **Playing musical instruments such as piano**

References available upon request