Ian Gore

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Personal statement

An experienced IT professional with over 20 years technical experience ranging from managing on-premises systems to creating environments on major cloud platforms. Track record of managing small teams and introducing automation into day to day IT operations. Currently looking for the right opportunity to bring my experience and expertise in a senior engineer/ team leader role.

Key Skills

* Deploying and managing solutions to cloud environments including AWS and Azure
* Utilising configuration management tools such as Chef and Ansible to automate deployments
* Extensive experience of Windows Server operating systems from NT4 – Server 2016
* Managing, developing and coaching teams
* Experience of virtualisations platforms including VMWare and Hyper-V
* Design and implementation of security processes

Employment History

Information Assurance and IT Manager, HotDocs Ltd, Edinburgh

(February 2017 – January 2019)

Achievements and responsibilities:

* Implementing security policies and processes in alignment with ISO27001
* Creation of secure bespoke cloud environment in Azure for customers
* Managing a team of support and technical engineers ensuring regular feedback on development plans.
* Streamlining existing infrastructure and migrating systems in cloud to reduce overall costs
* Integrating existing systems into new owners’ environment, ensuring minimal disruption for users and full operation of systems

Technical Services Team Leader, Axios Systems, Edinburgh

(August 2015 – February 2017)

Achievements and responsibilities:

* Working with team to introduce DevOps model allowing for automation of tasks and consistent delivery of environments
* Working with existing suppliers looking to move from private datacentres to public cloud (Azure/AWS) for SaaS offering
* Managing team of engineers ensuring both internal and customer environments were operational and maintained.
* Managing technical roadmap and long-term strategy with senior management

Data Centre and Networks Analyst, Heineken, Edinburgh

(October 2014 – August 2015)

Achievements and responsibilities:

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* Responsible for the monitoring and maintenance of the Heineken UK server estate.
* Production of reports for the management team on day to day incident and request management from a SQL extract.
* Providing technical support to other members of the team to manage and resolve escalated complex problems.
* Packaging and testing applications for deployment to the Heineken UK business.
* Creation of PowerShell scripts to automate systems and tasks across the server estate.
* Provisioning Windows Servers on the VMWare ESX estate and bringing them into service

Data Centre and Networks Team Leader (Secondment), Heineken, Edinburgh

(March 2014 – October 2014)

Achievements and responsibilities:

* Carried out internal audits to verify that systems and processes were compliant with group standards
* Managing reactive and proactive maintenance of the UK data centre services and networks to minimise impact on the business
* Directing the planning and delivery of infrastructure development and business requirements for the data centre and network systems
* Managing and developing a team of five technical analysts ensuring they are motivated, supported and coached to allow them to function as a high performing team
* Ensuring that Incidents, Requests, Changes and Problems are managed as per agreed processes and to agreed SLA

IT Infrastructure Analyst, Heineken, Edinburgh

(October 2010 – March 2014)

Service Desk Team Leader, Heineken, Edinburgh

(March 2009 – October 2010)

Technical Support Analyst, Heineken, Edinburgh

(January 2008 – March 2009)

Systems Engineer, ISN Solutions, London

(March 2003 – December 2007)

IT Manager, Haley Somerset Consulting, London

(April 1998 – March 2003)

Qualifications

* AWS Certified Solutions Architect (Associate) – November 2018
* ITIL Foundation Certificate in IT Service Management – June 2016

References

References are available upon request.