*Curriculum Vitae*  
**ASHLEY WHITE**

17 Chapman Avenue, Hyde, Tameside, SK14 2AR • Tel: 07719 328 954 • E-mail: ashley.white@infrotex.co.uk

#### PERSONAL PROFILE

#### A highly professional IT Professional with extensive experience in support and infrastructure improvements across multiple sites. Strong knowledge in all aspects of technical infrastructure and procurement as well as managing budgets, evaluating business requirements, making proposals on improvements and providing an excellent IT support service to users within organisations.

**KEY SKILLS**

* Troubleshooting & Issue Resolution
* Root Cause Analysis
* Procurement
* Software / Hardware Installs
* Network Management
* Phone / Online Support
* User Training / Support
* Customer Service
* Complaint Handling

#### EXPERTISE & COMPETENCIES

* Results-driven hands on IT Manager with extensive experience within various strategic and support-based roles.
* Skilled in managing large-scale IT functions for companies across multiple sites spread across geographical regions.
* Utilised tools such as Chef, puppet, Jenkins and GIT to allow the use of CI/CD for projects.
* Managing installation projects through full lifecycles and in accordance with industry standards and best practices.
* Expert in Hardware / Software procurement and holding budget responsibilities.
* Demonstrated ability to manage and maintain networks and systems.
* Hands-on experience in responding, tracking and following up to telephone, emails and end user requests for support.
* Excellent stakeholder management skills, with the ability to effectively listen, communicate, challenge and influence team members and senior managers.
* Very flexible in approach to working patterns as required by the business
* Aptitude to maintain composure and professionalism in pressurised / crisis situations
* Ability to communicate clearly with clients, business and technical users.
* UK Driving Licence Holder.

#### CAREER & ACHIEVEMENTS TO DATE

**Senior devops engineer- HSBC.**  April 2019 – on going

**KEY RESPONSIBILITIES & ACHIEVEMENTS**

* Write Ansible Scripts to manage security checks on various storage devices from SAN controllers to switches.
* Writing up security standard documents.
* Writing python modules for Ansible.
* Also writing Puppet modules and catalogues to manage storage devices and virtual machines.
* Created virtual machines using Ansible in AWS, Azure and GCP.
* Writing Tests using cucumber and rspec for unit testing of modules and playbooks.
* Setting up pipelines in Jenkins for the delivery of projects.
* Use of docker for creation of containerised virtual machines to use for testing.

**Senior devops engineer- Freshfields Bruckhaus.** April2018 – April2019

**KEY RESPONSIBILITIES & ACHIEVEMENTS**

* Managing a toolchain that includes Jira, confluence, bamboo, eggplant, sonarqube, puppet and gecko board.
* Creating Pipelines in Bamboo for the deployment of projects.
* Setting up of multiple templates for on going projects in puppet.
* Writing od modules and manaifests using puppet for the management of the IAC.
* Writing custom factors in ruby and also delivering websites via puppet code.
* Presenting new tools to review board.
* Adding new tools in the toolchain using ruby for automation.
* Creating and manging infrastructure in Azure using IAC.

**Senior Devops Deployment Engineer – IBM Sept2017 – March2018**

**KEY RESPONSIBILITIES & ACHIEVEMENTS**

* Managing multiple projects deployments of IIS and SQL clusters through Chef for windows and HPSA using PowerShell DSC, PowerShell Scripts and Python also using the likes of Jenkins for code management.
* Full build and deployment of a Physical SQL cluster using the CBF tools and Horcm for the clustering.
* Undertook the creation and management of documentation for projects I have delivered to pass these into support.
* Undertook support and deployments of Windows server 2012 R2 and Server 2016.
* Used various cloud technologies such as Azure, AWS and Bluemix for deployment of applications.

**Senior Devops Deployment Engineer – Lloyds Banking Group Jun 2016 – Sept 2017  
  
KEY RESPONSIBILITIES & ACHIEVEMENTS**

* + Managed multiple projects to deliver IIS deployments through HPSA, Urbancode using PowerShell scripting, Batch scripting / VB and Python following the full route to live process also utlisied Jenkins for code builds.
  + The script deployed websites and also all web configuration along with any installation of third party software.
  + Undertook all handover procedures and providing documents for the support department.
  + Managed setup and deployments for Microsoft SQL Cluster services.
  + Delivery of packages through HPSA using batch, powershell and python.
  + Used HPSA to delivery windows server patches.

**Infrastructure Manager / System Engineer – Intelligent Gaming Feb 2016 – Jun 2016  
  
KEY RESPONSIBILITIES & ACHIEVEMENTS**

* + Monitored the environment and resolving the infrastructure issues arising using tools such as SCCM and Splunk.
  + Held involvement in a major project focused on setting a client environment up in Azure
  + Created various machines in the classic and ARM environments which includes IIS servers, database servers and active directories using PowerShell and JSON scripts. Also I created chef templates to create new servers and allow the development teams to use for continuous deployments. GIT was used so that myself and the developers could keep a track of the code.
  + Undertook installation of the servers with operational management agents to allow monitoring for Windows updates and also any changes made.
  + Setup and Configured Barracuda NG firewalls in Azure as a virtual appliance.
  + Set up of Vnets with point to site VPN connections.
  + Utilised the Azure traffic manager to handle the failover to a different Azure datacentre.
  + Summary of work undertaken: Windows Server 2008 R2 and 2012 configuration and installation; Cisco ASA management; VMware VSphere 6.0; Azure deployment and configuration; Barracuda NG firewall appliance.
  + Use of Azure ExpressRoutes to connect to In house servers.

**Infrastructure Service Support – ASE Plc Dec 2012 – Feb 2016  
  
KEY RESPONSIBILITIES & ACHIEVEMENTS**

* + Delivered bespoke products on different environments including Windows, Linux, Apache and IIS.
  + Utilised different versions of virtualisation including, VMware 3.5, 4.1, 5.0, 5.1, 6.0 and also Hyper V Server 2008.
  + Decommissioned the Citrix Farm we were using and replaced this with a Windows RDS with remote applications.
  + Migrated Exchange from 2007 to Exchange 2013 with DAG setup.
  + Set up an offsite disaster recovery site with several virtualised servers and a SAN, proceeding to set up Storage replication between the Live SAN and the disaster recovery SAN.
  + Management of SAN technologies including Dell Compellent and PureStorage devices.
  + Maintained backups and set tape schedule changes.
  + Identified issues and resolved daily problems with servers and applications.
  + Provided Citrix metaframe and Xen app support
  + Undertook installation and configuration of Windows Servers (2003, 2008, 2008 R2, 2012) and provided support.
  + Undertook Installation and configuration of Linux Servers (Ubuntu, Centos) and provided support. Also setting up for Crontab jobs to cover basic tasks.
  + Configured and supported various LAMP deployments for products such as Plone, Moodle and Splunk.
  + Monitored various environments using Splunk, SCOM and Nagios.
  + Patch management using wsus and SCCM.
  + Managed Cisco ASA Firewall.
  + Performing vulnerability scans for external websites using Nessus.
  + Setup of TFS and octopus deploy for the development team. And managed various deployments using octopus.
  + Utilising Puppet and Chef to deploy in-house bespoke applications.
  + Wrote various scripts in both windows and Linux using powershell, shell and python.
  + Implementation of Read Only Domain controllers in Azure for the ability to connect remote offices into the Active directory.
  + Implementation of infrastructure in both Azure and AWS to test in-house application functionality in a cloud based environment. This was accomplished using Azure Powershell scripts and also JSON, to deliver infrastructure in both the classic and ARM environments.

**IT Technician / Manager – Wilde and Partners Jul 2004 – Dec 2012  
  
KEY RESPONSIBILITIES & ACHIEVEMENTS**

* + Managed and supported 75 personnel and ensured smooth operation of IT services.
  + Installed and maintained printers, routers and switches.
  + Dealt with customers face-to-face basis resolving any hardware or software faults encountered including undertaking computer and laptop repairs.
  + Maintained overall ownership of user issues and SLA’s ensuring resolutions within a defined timeframe.
  + Provided investigation, diagnosis, resolution and recovery for hardware/software problems.
  + Updated current infrastructures as required and provided backup system support.
  + Managed various Linux systems including a file server and the deployment of a Linux cluster for use with large number crunching software. The cluster was a total for 15 servers which included 1 head node and 14 worker nodes.

**EDUCATION AND QUALIFICATIONS**

* CompTIA Advanced Security Practitioner (CASP)
* CompTIA Security + 501
* CompTIA Security + 401
* CompTIA Cloud +
* **Alta 7 Professional, Weibull++, Blocksim –** Reliasoft Training Course (MSMT)
* **AVCE in ICT** *(Merit)* **–** Tameside College **2002 – 2004**
* **Intermediate ICT GNVQ** *(Merit)* **–** Tameside College **2001 – 2002**
* **GCSE’s including English and Mathematics –** Longdendale High School **1997 – 2001**

***References available upon request.***