**Curriculum Vitae – Aaron Stone**

**Profile:**

I am a very enthusiastic and hardworking individual. I work well as part of a team and also on my own with ability to prioritise tasks and work off my own initiative. I have good management skills that have helped me manage and coordinate code releases and delivery many projects. I am looking to further my career in IT, gain new skills, experience and qualifications whilst enhancing current skills and meet new people. I am a keen and friendly person willing and wanting to learn. I work very well with or without pressure staying calm and decisive.

**Employment Details:**

**August 2017 – Present TSYS International**

I was internally promoted into the UNIX team in August 2017. Initially this was within the BAU Function but after a company re-org I was moved with a select few others into a brand new delivery team to focus on product implementations. I thoroughly enjoy this work as it brings new and exciting challenges almost daily. Some of the bigger profile projects I have helped deliver are Falcon which is Fraud Management for an in house payment platform, Splunk for system logs and monitoring and Carbon Black for system protection.

There are many challenges with this work which brings out the very best of my qualities. I work with various teams from all over the world with varying levels of technical ability. In August 2018 I was awarded another internal promotion again proving my hard work, skills and effort.

I have recently completed an internal “devops boot camp” which my manager selected me from my team to take part in. Since completing the boot camp I have had 30% of my time allocated to a cloud scrum team working in Agile methods and participating in daily stand ups and sprint ceremonies. I have been involved with the framework cloud team, working within AWS creating custom AMI’s, Squid Proxy and S3 buckets amongst supporting other activities too. This is building my skills and knowledge of many devops tools and methodologies. I am really enjoying venturing into this new and exciting world and am looking to advance into this space for my future career development.

I have recently put myself through the AWS Cloud Practitioner certification which I scored 90% on, and am preparing to start studying for the associate systems architect certification too.

**June 2012 - August 2017 TSYS International**

I have been working with the Distributed Operations team at TSYS in the command Centre since June 2012. I joined into the team with great ease both personally and professionally. I was able to learn the new role very quickly and am confident with my work load.

I take a lead position when on shift, ensuring all work is completed properly and on time. I will always get involved with new activities to learn and also know when to take a back seat and encourage my colleagues to ensure they learn and gain new skills too. I always look for ways that I can enhance the team from improving or automating current procedures, to bringing in new pieces of work from other teams to help develop Operations into a first line support service desk.

I have very good attention to detail and the ability to follow instructions precisely. I deal with many requests for adhoc tasks with very specific instruction sets, this can be file or thread re-generation, emergency deployments or general system tasks. I also deal with these requests, changes and incident tickets in a professional and timely manner to completion updating the tickets where necessary.

This role requires a high degree of accuracy and attention to detail within a high pressure Data Centre environment, whilst meeting strict SLA's and providing the high standard of service and 1st line support to the company 24/7, Monitoring Prime and VAS availability and functionality by managing issues with processing schedules. The role is very interactive amongst other teams around the world, and my good communication is vital via email, telephone and internal messaging to complete Client requests both internally and externally. Some of the key aspects of the role are below.

Investigation, Problem Solving and File Management:

* System Monitoring against agreed SLA's
* File processing and transmission management
* Escalation and out of hours incident management
* First line incident management for Data Centre service issues
* Report, File or Thread creation and generation.
* Batch Processing

System Monitoring:

* Sterling File Gateway
* Sterling Control Centre
* Control-M
* Daily Backups
* HP SiteScope
* Prognosis
* HP Operations Manager
* BSM

Other applications used:

* Prime Jobs Administrator
* Prime Report Manager
* Online Administrator
* VEAS (for VISA files)
* Pre-Edit (for Mastercard files)

**June 2010 - June 2012 TSYS International**

I Joined TSYS as a Support Technician in the Deployment Team. The role had many responsibilities as an individual and as part of a larger multinational team. The role required high levels of accuracy and attention to detail. The team is responsible for all procedures and processes that are adhered to on a daily basis to do with code deployment. The role had exposure to many worldwide teams and also various platforms such as SQL, Linux, JBOSS/Fraud guard and Prime, as well as various "in house" applications to go with them. I engaged with other support teams for code deployments into Live Production regions for quarterly code releases and also conversions for Banco Carrefour.

In July 2011 I was successful in obtaining promotion to level 2 Primary Support Technician. Rewarding the hard work and effort that I put into my work, and the ability to learn and fit in.

**September 2007 - June 2010 Ripon Grammar School**

I Started at Ripon Grammar School as an assistant technician on a one year post. At the end of the contract I was offered a permanent position as an IT Technician at the school.

Some duties included:

* Running multiple Display screens
* Video Conferencing
* Software and Hardware installations
* Liaising with staff and students
* Day to day network maintenance
* Aided RM engineer with Server Upgrades, SAN and UPS Installs’
* Upgrading PC, Laptop and Server Hard and software
* Answering, logging and solving telephone queries.

**Qualifications/Training**

* AWS Cloud Practitioner - 2019
* Devops Practitioner – 2019
* Linux Fundamentals - 2018
* ITIL V3 Foundation – 2015
* APM: APMP Qualification – 2013
* Project Management Simulation – 2013
* Management Essentials – 2013
* TS2 Consumer Overview – 2012
* Customer Service Excellence – 2012
* Cisco Essentials – 2008
* Attended Introduction to Server 2003 Course – 2009
* It Practitioners First Diploma – Distinction +
* Web Site Development – Distinction
* Installing hardware – Distinction
* Database Software – Distinction
* Spreadsheet software – Distinction
* Business online – Distinction
* Using IT to present information – Distinction
* Introduction to computer systems – Distinction

I finished the above course with distinction plus, the only student to have done so at the time, and awarded student of the year.

**Education**

Harrogate College

Hornbeam Park

Harrogate

St Bedes School

The Dicker

East Sussex

Uckfield Community College

Uckfield

East Sussex

**Personal Information**

DOB – 15.07.1988

Marital Status – Single

Nationality – British

First Language – English

Contact – 07411930366

Address:

15 Forest Way

Harrogate

North Yorkshire

HG2 7JT