Darren Storey

Cloud Platform Automation Engineer

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🎗 PROFESSIONAL SUMMARY

Senior AWS CloudOps/DevOps Engineer with 12+ years of experience driving **automation**, **resilience**, and **multi-million-pound cost savings** for blue-chip enterprises including **Aviva, Microsoft, and AWS**. Proven leader in **stabilizing multi-petabyte, global AWS estates**, spearheading **transformation projects** across highly regulated environments. **Trusted advisor** to CISO and platform teams, delivering **award-winning solutions at scale**.

Key Achievements

- **Stabilized** Aviva's *multi-petabyte AWS estate*, enabling **automation** and **storage optimization** that facilitated *record-setting cost reductions*—credited as a **critical enabler** for **platform modernization** and **savings projects**.
- **Engineered** Aviva's first fully automated **CI/CD** and **AMI lifecycle pipeline**, reducing manual release workload from *40+ hours/month to less than 1 hour*, adopted as the **standard across multiple business units**.
- **Spearheaded** a **global, multi-company response** to a **critical Windows Server 2019 bug**, personally leading **Aviva, AWS, Microsoft, Trend, and CISO teams** to deliver the world's first **root-cause fix**. Solution **informed the official Microsoft patch** adopted by **blue-chip enterprises**, **safeguarding millions** in actuarial workloads and **earning formal recognition** from Aviva's Head of IT.

🧠 CORE SKILLS

1. Cloud Platforms & Services ● ● ● ● ○

- **AWS (S3, EC2, FSx, RDS, Lambda, VPC, IAM, CloudWatch)**
- Azure (DevOps, ADO, basic administration)
- Office 365 (integration, migration, support)

Networking & Connectivity ● ● ● ● ○

- **VPC Peering, PrivateLink, Transit Gateway, NACLs**
- DNS, VPNs, Hybrid/Multi-cloud Integration

Monitoring, Observability & Reliability ● ● ● ● ●

- **CloudWatch, DataDog, Custom Telemetry**
- Incident Management, RCA (Root Cause Analysis), On-call Support

Release & Platform Operations ● ● ● ● ○

- **Release Management:** Gates, Hotfixes, Rollbacks, CAB Meetings
- Tenancy Provisioning, BAU/Workflow Coordination, Stakeholder Engagement

Cost Optimisation & High Availability ● ● ● ● ○

- **FinOps, Cost Explorer, Tagging Standards, Savings Plans**
- **AMI Lifecycle, Auto Scaling, Multi-AZ, ALB Failover, DR/BC Planning**
- **Backup & Archival:** AWS Backup, S3 Lifecycle, Glacier, FSx Snapshots

Infrastructure as Code & Automation ● ● ● ● ○

- **Terraform, Puppet, JSON, Git**
- CI/CD Pipelines: **Jenkins, XL Release, Azure DevOps, Git, ServiceNow**
- **Scripting**: Python, PowerShell, Groovy

Security, Compliance & Governance ● ● ● ● ○

- **RBAC, IAM, Encryption, Audit Logging**
- **FCA, GDPR, ISO 27001, ITIL, CMDB**

05/2024 – Present
Remote,
UK & Global Teams

Aviva – Actuarial Clean Room
Senior Cloud Engineer (official HR title: Storage DevOps Engineer; operated at Senior AWS DevOps/CloudOps Engineer level)

• **Led DevOps transformation** in a secure actuarial clean room, architecting **AWS-first, multi-tenant infrastructure**: Windows EC2 (DFS, symlinks), Linux, hybrid file systems (**S3, FSx, File Gateway, DataSync**).

• **Automated end-to-end release pipelines** using **XL Release (Digital.ai ⧉ Release)**, Jenkins, ADO, Git, and Stash; integrated business and CISO approval gates in **ServiceNow** to eliminate manual maintenance windows.

• **Packaged & deployed Windows AMIs**; orchestrated blue/green and canary deployments via **Puppet** and **Terraform** modules, managing drift detection, environment tagging, and compliance controls.

• **Managed multi-petabyte AWS estates** (S3, FSx, EBS, RDS), IAM roles, VPCs, ALB/ELB, Lambda-based backups/auto-remediations, and CloudWatch-driven telemetry—ensured **FCA, GDPR & ISO 27001** adherence.

• **Automated tenancy provisioning, patching, and DR simulations** with **PowerShell, Groovy, Python, and JSON templates**; removed the need for a dedicated maintenance team.

• **Planned and executed hotfix release windows**; coordinated freeze periods, emergency patches, and rollback plans across Jenkins, ADO, Git, and XL Release.

• **Streamlined code promotions** by managing branching strategy, pull-request reviews, and merge-gate automation.

• **Migrated & uplifted petabytes of sensitive data** to AWS-native services; liaised with **AWS Enterprise Support** and third-party vendors to validate DR cut-over and rollback plans.

• **Orchestrated CI/CD approvals and compliance checks** in **ServiceNow**, automating stakeholder sign-off.

• **Instituted observability fabric** with CloudWatch metrics, custom health probes, and DataDog dashboards and automated scaling actions.

• **Drove £10M+ annual cost savings** through storage tiering, right-sizing, and workload optimization with finance and procurement.

• **Championed DevOps culture:** implemented blameless retrospectives, agile sprint–based IaC delivery, reusable pipeline libraries, and KPI-driven continuous improvement.

06/2021 – 05/2024
Remote,
UK & Global Teams

Aviva – Actuarial Clean Room
Cloud Operations Analyst (official HR title: Technical Systems Analyst; operated at Senior CloudOps Engineer level)

• **Principal SME for AWS storage infrastructure** across production and preproduction environments, supporting multi-petabyte workloads (S3, FSx, EBS) and hybrid architectures for regulated SaaS and financial platforms.

• **Led Root Cause Analysis (RCA) for major/recurring incidents**; acted as the single point of contact during live platform crises, coordinating technical recovery, forensic analysis, and stakeholder comms.

• **Resolved the global Windows Server 2019 file lock bug**, winning an internal company award and stabilizing high-risk actuarial workloads across all Aviva business units.

• **Supported daily code deployments and tenancy provisioning pipelines** into AWS across production and preproduction; coordinated with release, development, and run teams for smooth handovers and zero-impact rollouts.

• **Delivered legacy system migrations**, replatforming petabytes of sensitive financial data into AWS-native services while maintaining uptime, compliance, and data integrity across a multi-year transformation program.

- **Drove cost-efficiency across platform operations**, contributing to over **£10 million/year in infrastructure savings** via collaboration with engineering, procurement, and AWS on architectural and operational improvements.
- **Automated critical run tasks and storage operations** using PowerShell, Groovy, and Python—covering backup lifecycle, tenancy management, AMI generation, restore workflows, and access controls.
- **Performed forensic troubleshooting on storage and network issues**; analyzed logs, reconstructed events, and delivered root cause reports for audit and compliance teams.
- **Standardized operational tooling and deployment pipelines**, laying the foundation for future DevOps automation (XL Release, Terraform/Puppet-ready templates).
- **Maintained platform health** using layered monitoring via AWS CloudWatch, ServiceNow, custom CLI probes, and shell-based telemetry across mixed Windows and Linux workloads.
- **Managed DR, backup, and security workflows** in line with FCA, GDPR, and ISO 27001 within one of the UK's most regulated actuarial compute platforms.
- **Served as technical liaison to third-party vendors and cloud support teams**, including AWS Enterprise Support; resolved complex infrastructure and security issues across networking, storage, and identity.
- **Owned 24/7 on-call and major-incident response:** acted as **Storage SME**, led root-cause analysis, forensic logging, and post-mortems.
- **Built self-service runbooks and run team tooling**; mentored an offshore 6-person support team, facilitating shadow shifts, knowledge transfers, and ongoing skills development.
- **Drove platform maturity by promoting DevOps principles** across a SysOps-heavy team; delivered documented runbooks, deployment standards, automation strategies, and audit-ready practices.
- **Ensured Prophet and other actuary tools remained fully operational** for quarterly/annual financial reporting; maintained all systems "green" via proactive health checks and capacity planning.

10/2017 – 07/2019
York, UK

Benenden
Cloud Infrastructure Engineer (official HR title: Technical Systems Engineer; operated at Senior Technical Systems/CloudOps Engineer level)
- **Supported cloud infrastructure operations** in a hybrid environment, managing core workloads via **Azure AD, Office 365, and on-prem VMware**; held direct responsibility for head office 2nd/3rd-line escalations and service continuity.
- **Delivered infrastructure upgrades and support** within a DevOps-style model, collaborating across networking, storage, and applications.
- **Enabled cost-conscious cloud decisions** by reporting on Azure resource usage, tracking licensing/consumption, and raising budget overrun concerns for Office 365, storage tiers, and user provisioning; contributed to early-stage **FinOps alignment**.
- **Contributed to tagging strategy and visibility** in Microsoft 365 and Azure AD, enabling license reconciliation and spend accountability through user, group, and device attribution.
- **Delivered automation through scripting:** created/maintained **PowerShell scripts** to automate tasks (user provisioning, mailbox configs, password resets, group policies, maintenance).
- **Improved infrastructure observability** by implementing and tuning monitoring/alerting tools (**Nagios**, Windows Event triggers), enabling proactive intervention and trend analysis.
- **Championed best practices for hands-off environments**, introducing controlled deployment and rollback plans to reduce manual intervention during updates, patching, and configuration changes.

- **Provided consultancy and hands-on support** for infrastructure migrations, including Azure AD Connect deployments, Office 365 integrations, and group policy redesigns.
- **Drove secure deployment and change management:** enforced Windows patch management, AD tiering, MFA, conditional access, and supported GDPR audits with evidence and documentation.
- **Led rollout of Cisco switches and wireless infrastructure** across multiple sites, ensuring uptime, DR readiness, and secure segmentation of healthcare networks.
- **Acted as senior escalation point** within technical support, managing critical identity, access, storage, and availability issues across sites.
- **Worked in on-call/out-of-hours rotations**, resolving high-impact system failures, coordinating DR tests, and supporting remote work for critical teams.
- **Created and maintained technical documentation** (diagrams, SOPs, process manuals) aligned with **ITIL, ISO 27001**, and internal governance.
- **Ran internal training sessions** on Office 365, cyber hygiene, and cloud tools to improve user confidence and reduce helpdesk tickets.

04/2017 – 09/2017
Wetherby, UK

Pitman Training Group Ltd.
Cloud Systems Administrator (official HR title: Systems Administrator; operated at Cloud Systems Administrator/Engineer level)
- **Managed IT and cloud systems** across 50+ global franchise locations, including end-to-end **Office 365 and Azure administration**.
- **Led migration and administration** of Azure and Office 365 platforms, implementing secure cloud-hosted environments and enabling hybrid business operations.
- **Supported, configured, and maintained Microsoft Dynamics CRM 2016** and managed associated integrations.
- **Developed documentation, implemented security and compliance standards, and delivered technical training** to franchise staff, ensuring best practices and policy adherence.

09/2015 – 04/2017
York, UK

York Data Services Limited
IT Network & Cloud Engineer (official HR title: IT Network Engineer; operated at IT Network & Cloud Engineer level)
- **Delivered full-lifecycle network and IT solutions** for regional businesses, including structured cabling, on-prem hardware, domain/DNS provisioning, Office 365 migration, and managed cloud services.
- **Designed, built, and managed secure multi-site business networks**—covering broadband/fibre rollout, VDSL, leased lines, co-location, Wi-Fi, VPNs, and cloud backup.
- **Administered and migrated Microsoft Exchange, Office 365, and hybrid cloud environments** for dozens of clients.
- **Provisioned domains, DNS, VPNs, remote desktop, security controls, and cloud services**, enabling digital transformation and secure growth.
- **Managed all aspects of IT infrastructure and business IT** for clients, acting as project manager, technical advisor, and trusted partner for business owners.
- **Provided on-site and remote technical support**, including critical support for major events and venues (York Racecourse, etc.).
- **Produced comprehensive user documentation, technical runbooks, and provided tailored client training**.
- **Supported and improved environments** including Windows Server, SQL, VMware, VEEAM, Cisco, Juniper, wireless, and MDM, ensuring high availability and business continuity.
- **Built and migrated business-critical services into the cloud**, consistently delivering improved reliability, security, and scalability.

| 04/2013 – 08/2015 | **Myscience.co Ltd** |
| York, UK | IT Support & Cloud Services Trainee (official HR title: IT Support Trainee; operated at IT Support & Cloud Services Trainee level) | Myscience.co Ltd |

- **Supported staff and delegates** on Microsoft, Apple, and Android platforms, including **Office 365 and cloud-based services**.
- **Managed ESXi virtualisation, backups, mobile device administration (iOS MDM)**, and coordinated **Office 365 migrations**.
- **Delivered user training, technical documentation, and assisted in onboarding** to cloud and remote services.

📁 FEATURED PROJECTS

2025

Hackathon-to-Production DataSync Migration Automation
Sole DataOps Engineer
Conceptualized and delivered full DataSync Task/Agent automation within 8 hours — solo ownership across proof-of-concept, design, implementation, testing, and production rollout—eliminating manual migration blockers across the 5 PB environment.

2024 – 2025

Aviva CloudOps Automation Suite
Lead Cloud Platform Analyst
Designed, built and deployed Aviva's first automated CI/CD pipeline and AMI refresh system across ~20 critical applications—encompassing code release, encryption, sharing between VPCs, preprod testing, and auto sign-offs.

2022 – 2023

Actuarial Compute & Sustainability Optimization
Lead Cloud Platform Analyst
Developed logic and automation to dynamically rightsizing EC2 JobRunner workloads, cutting costs and carbon usage while improving pipeline consistency—core part of Aviva's sustainability initiative.

2021 – 2023

Actuarial Platform Stabilization & SysOps Optimization
Principal CloudOps Analyst
Led a multi-year infrastructure stabilization project, resolving deep application logic and storage issues, fixing 270+ broken DFS/symlinks within 3 months, and enabling the removal of entire operations team roles.

2021 – 2022

Windows Server 2019 Global Bug Fix & Root Cause Analysis
Lead RCA Engineer & Principal SME
Conducted forensic analysis to expose a hidden file system defect, drove coordination with Microsoft and internal teams, and initiated a global patch— ensuring actuarial workloads remained stable during migration.