Glen Leach

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Professional Summary

Results-driven IT support engineer with a proven track record in resolving complex technical issues, providing exceptional customer service, and optimizing system performance. Seeking to leverage comprehensive knowledge and experience in IT support to transition into a dynamic role as a DevOps engineer. Possessing a strong foundation in infrastructure management, cloud technologies, and automation, I am eager to contribute my skills to streamline development processes, enhance scalability, and drive continuous improvement within a collaborative DevOps environment. Adept at identifying opportunities for efficiency and implementing innovative solutions, I am committed to delivering robust and reliable systems that align with business objectives. With a passion for learning and a strong problem-solving mindset, I am prepared to take on new challenges and contribute to the success of cross-functional teams in driving operational excellence.

Skills and Abilities

- AWS, Azure, GCP, Linode and Digital Ocean.
- Python, Java, Linux, Bash and Groovy.
- Jenkins and GitHub Actions.
- Git.
- Nexus and Docker Hub.
- Docker, Kubernetes and EKS.
- Ansible.
- Terraform.
- DynamoDB.
- Prometheus.
- Virtualization Technologies (VMware, Hyper-V).
- Customer Service.
- Operating Systems (Windows, Linux, Unix).
- Network Administration.
- Server and System Maintenance.

Projects

- **AWS Cloud Resume Challenge** - https://github.com/glenleach/aws-cloud-resume-challenge

Work Experience

XMA LTD
June 2011 - Present
Technical support engineer

- Provided on-site technical support to clients, addressing hardware, software, and network-related issues promptly and efficiently.
- Conducted comprehensive troubleshooting and root cause analysis to diagnose and resolve complex technical problems.
- Administered and maintained network infrastructure, including access points, switches, and routers.
- IT Infrastructure Support
- Conducted regular system maintenance, applying patches, updates, and security measures.
- Hardware and Software Troubleshooting
- Provided technical support and resolved hardware and software issues for a diverse user base.
- Performed desktop installations, configurations, and upgrades according to established standards.
- Administered Active Directory and Group Policy objects to enforce company policies and standards.
- Collaborated with team members to resolve escalated technical issues and provide efficient solutions.
- Provided training and documentation to end-users on desktop-related topics.

Tower Hamlets Primary Care Trust
Aug 2005 - April 2011
Technical Support Analyst

- Responded to support requests in a timely manner, ensuring minimal downtime for end-users.
- Provided technical support to end-users, resolving hardware and software issues.
- Conducted troubleshooting and root cause analysis for desktop-related incidents.
- Installed, configured, and maintained desktop hardware and software.
- Assisted in the deployment and maintenance of desktop imaging solutions.
- Collaborated with team members to diagnose and troubleshoot complex desktop problems.
- Assisted in the management of Active Directory user accounts and permissions.
- Conducted user training on software applications and desktop best practices.
- Managed hardware inventory and asset tracking.

FOS.NET
Jan 2000 - Aug 2005
<u>**IT Support engineer**</u>

- Installed, configured, and maintained servers, workstations, and networking equipment.
- Provided comprehensive hardware and software troubleshooting support to resolve technical issues promptly.
- Administered and maintained network infrastructure, including routers, switches, and firewalls.
- Conducted regular system maintenance, applying patches, updates, and implementing security measures.
- Provided on-site and remote support to resolve network connectivity and printer-related issues.
- Assisted end-users in setting up and configuring software applications, resolving user account issues, and providing technical guidance.

Certifications

- DevOps Bootcamp Graduate - Certified DevOps Practitioner - https://www.techworld-with-nana.com/devops-bootcamp.
- AWS Certified Solutions Architect – Associate.
- AWS Practitioner.
- CCNA.
- CCNA Voice.

References:

Available upon request.