JOHN KELLY

CONTACT

Address: Cheltenham Gloucestershire GL54 5LJ

Phone: 07494371641

Email: jd.kelly803@gmail.com

LinkedIn: https://www.linkedin.com/in/johnkelly803/

WEBSITE

- https://waltzingintryst.netlify.app/

- https://waltzingintryst.com/ (In development)

SKILLS

Cloud & Virtualization

- Microsoft Azure (Entra ID, Intune, Sentinel, Defender, Purview, AVD), Microsoft 365 Administration (Teams, SharePoint, OneDrive, Exchange Online, PowerBI)
- AWS (EC2, EKS, S3, IAM, VPC, Security Groups, CLI, ECR, Fargate), DigitalOcean, VMware vSphere

Infrastructure as Code & Configuration Management

- Terraform (modularized IaC, AWS infrastructure provisioning, remote state with S3)
- Ansible (roles, playbooks, dynamic inventory, CI/CD integration, Kubernetes deployments)

Containers & Orchestration

- Docker (Compose, Volumes, private registries, Amazon ECR, Nexus)
- Kubernetes (Minikube, Linode LKE, AWS EKS), Helm & Helmfile (charting microservices, ingress controllers)

CI/CD & Automation

- Jenkins (Freestyle, Pipeline, Multibranch, shared libraries, GitLab webhooks, dynamic versioning)
- Git, GitLab, Bitbucket, Nexus Artifact Repository
- Python (Boto3, API integrations, automation scripts), PowerShell, Bash

PROFESSIONAL SUMMARY

IT Manager with 20+ years' experience in Azure and M365 cloud platforms, security, IAM, and enterprise application management. Proven ability to deliver automation, monitoring, CI/CD, and digital workplace solutions while ensuring system reliability, security, and compliance. Acts as senior escalation point and leads cross-functional collaboration to implement enterprise technology strategies.

WORK HISTORY

Senior System Engineer, 02/2025 - 07/2025
Kioxia Technology – Didcot, Oxfordshire

- Led technical implementation of enterprise solutions across Linux, Windows, and Azure cloud environments.
- Developed and automated **IAM solutions** with Active Directory and Rocky IDM.
- Tracked computer system and network performance to identify root causes of issues.
- Administered and maintained multiple Linux distributions (Ubuntu, CentOS, Fedora, RHEL 7/8/9) and Windows 10/11, Server 2016 environments.
- Managed Ansible and playbooks to automate system configuration and deployments.
- Oversaw collaboration platforms including Jira, Confluence, and Bitbucket.
- Configured and maintained Aruba Wi-Fi.
- Implemented and maintained patch management across Windows and Linux systems.
- Administered enterprise backup solutions to safeguard business continuity.
- Built and maintained VMs via vSphere, ensuring reliable virtualization infrastructure.
- Leveraged Lansweeper for asset reporting and software deployments.
- Secured endpoints with Symantec and CrowdStrike, including encryption management.
- Administered and optimized SQL Server environments.

Devops Engineer & Writer, 09/2023 to Present
Waltzingintryst.com – Home

- Designed and deployed personal portfolio platform showcasing professional experience, tutorials, and technical reviews, using cloud-native and DevOps practices.
- Built and managed cloud infrastructure on AWS and DigitalOcean, including networking, security configuration, and artifact management with Nexus.
- Implemented containerization and orchestration by Dockerizing applications, running multi-service deployments with Docker Compose, and deploying workloads to Kubernetes (Minikube, Linode LKE, AWS EKS) with Helm/Helmfile.

Monitoring & Security
- Prometheus & Grafana (application & container monitoring, alerting rules)
- Endpoint Security: CrowdStrike, MS Defender, Sophos, Zscaler
- Compliance: Security baselines, ISO27001 alignment

Networking & Systems
- Windows (10/11, Server 2016/2019), Linux (Ubuntu, RHEL, CentOS, Fedora), macOS
- Networking: TCP/IP, LAN/WAN, VPN, SDN (Azure, AWS), Aruba Wi-Fi

Leadership & Collaboration
- IT Operations Management, Senior Escalation Point, Cross-functional Team Leadership, Technical Documentation, Training & Mentoring

- Established CI/CD pipelines with Jenkins (Freestyle, Multibranch, Pipeline) to automate build, test, and deployment workflows for Java and Node.js applications, integrating versioning, shared libraries, and GitLab webhooks.
- Provisioned infrastructure using Terraform (modularized deployments, remote state in S3) and integrated with Jenkins pipelines for full IaC-driven automation.
- Automated deployments and configuration management using Ansible; integrated Ansible with Terraform and Jenkins for complete stack automation.
- Implemented monitoring and observability with Prometheus and Grafana, creating dashboards and alerting rules for applications and containerized workloads.
- Developed Python & Boto3 automation scripts for AWS resource management (EC2, EKS, tagging, backups), uptime monitoring, and GitLab API integrations.

IT Operations Manager, 11/2019 to 09/2023
Arkk Solutions - City of London, London
- Managed enterprise **Azure & M365 digital workplace stack (Entra ID, Intune, Defender, Teams, SharePoint, Azure Monitor, Azure Purview)** providing daily management, escalations, and incident response.
- Implemented Microsoft security baselines and Defender policies to strengthen compliance with ISO27001 standards.
- Exposure to Azure Virtual Desktop (AVD) in managing digital workplace environments.
- Implemented automation and monitoring tools (SolarWinds & **Azure Monitor**) to ensure reliability, security, and performance.
- Upgraded hardware and software with **Heimdal**, maintaining system performance and reducing downtime.
- Streamlined IT support by replacing **Jira tickets** with a **Teams webhook**, improving response times.
- Managed mixed environments: **Windows 10/11, Windows Server 2016/2019, macOS, and iOS**.
- Administered enterprise platforms: **EntraID, Intune, Azure Sentinel, Defender, CrowdStrike, Zscaler, O365, and Jamf**.
- Automated routine tasks with **PowerShell** (user lifecycle, mailbox permissions, system updates, reporting).
- Built and maintained an **asset management system** covering the full technology landscape.
- Deployed new technologies with minimal workflow disruption.
- Strengthened system security through regular testing, monitoring, and updates.
- Controlled budgets by **negotiating vendor contracts** and sourcing cost-effective solutions.
- Partnered with business managers and staff to align IT services with operational needs.
- Evaluated and introduced **emerging technologies** to enhance efficiency and security.
- Produced **clear documentation and user guides**, ensuring smooth adoption and knowledge transfer.

Onsite IT Engineer, 03/2019 to 11/2019
Netstar MSP - City of London, City of London
- Monitored computer systems and networks, diagnosing root causes of issues and ensuring uptime.
- Delivered prompt support across internal and customer-facing IT infrastructure.
- Installed, configured, and maintained multiplatform technologies for reliable performance.

- Resolved faults across servers, routers, and end-user hardware.
- Performed hardware installations and upgrades to keep systems secure and functional.
- Supported ~100 users daily, answering hardware/software queries and troubleshooting issues.
- Managed deployment and implementation of new software, systems, and solutions.
- Installed and maintained software, monitoring version control and patch updates.
- Established and troubleshot network and data communication systems.
- Investigated and resolved hardware issues within defined SLAs.
- Set up employee workspaces with computers, monitors, cabling, and peripherals.
- Built and enforced a robust patching regime for servers, storage, network, and desktops.
- Produced clear, user-friendly guidance to help staff understand technical processes.

Lead Engineer, 02/2017 to 03/2019
Dolfin Financial Group - City of London, City of London

- Reported directly to the IT Manager, acting as the senior escalation point for complex technical issues.
- Installed and maintained software across the business, overseeing version control and patch compliance.
- Led hardware deployments and upgrades, ensuring systems remained secure and operational.
- Prepared staff equipment, including workstation setup, cabling, operating systems, and software.
- Monitored system and network performance, diagnosing root causes and driving resolutions.
- Maintained internal and external websites to maximize availability and usability.
- Oversaw Jira ticket workflows, ensuring accurate documentation and timely issue resolution.
- Partnered with programmers and developers, providing technical input to optimize designs.
- Translated complex technical concepts into clear, user-friendly guidance for end users.
- Organized and optimized employee workspaces with hardware, peripherals, and connectivity.
- Mentored junior engineers, identifying skill gaps, providing hands-on training, and supporting career development.

IT Support Engineer, 02/2015 to 02/2017
Westgroup Investments Limited - City of London, City of London

- Installed and upgraded hardware to maintain secure and reliable system performance.
- Deployed and maintained user software, monitoring patching and version compliance.
- Performed upgrades on network servers, including operating systems and business-critical applications.
- Diagnosed and resolved network issues, minimizing downtime and disruption.
- Provided end-user support, troubleshooting hardware and software problems effectively.

- Configured routers, switches, and firewalls to support LAN, WAN, and wireless infrastructure.
- Prepared staff equipment, including workstation setup, cabling, operating systems, and software installations.

Head Bartender, 08/2013 to 01/2015
Ain't Nothin' But Blues Bar - London, London

- Oversaw daily bar operations, including stock control, recordkeeping, and staff coordination to ensure smooth and profitable service.
- Delivered high-quality food and beverage service, preparing mixed drinks, wine, beer, and non-alcoholic beverages within target service times.
- Managed bar setup and closing duties, including cleaning, sanitising, replenishing supplies, and ensuring compliance with hygiene standards.
- Maintained accurate POS transactions, handling cash, card payments, and receipts with precision.
- Built strong rapport with guests, creating a welcoming atmosphere that encouraged repeat visits and loyalty.
- Provided expert product knowledge on drinks, promotions, and menu changes, offering tailored recommendations to customers.
- Coordinated stock replenishment and inventory resets to maintain a well-organised and fully stocked bar.
- Supported profitability by promoting specials, upselling products, and prolonging guest visits through positive engagement.

EDUCATION

RHCSA: Red hat Certified Systems administration, 05/2024 - Current

Devops Bootcamp: Devops Bootcamp, 09/2023 - Current
Tech World with Nana

HOBBIES AND INTEREST

- Tinkering with Linux & python
- Photography
- Writing
- Working out

REFERENCES

References available upon request.