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| Jake Lee  Lead Data Centre Tech, looking to transition into Software Engineering.  Surrey | [Chain Link Icon Vector Art, Icons, and Graphics for Free Download](https://jakeoliverlee.com/)[GitHub Logomark](https://github.com/jakeoliverlee/Resume-Website)[Free Linkedin logo png, Linkedin icon transparent png ...](https://www.linkedin.com/in/jake-lee-4aa088129/) |
| Work experience Lead Data Centre Technician  Amazon Web Services  Jan 2023 – present  Following my promotion to Lead, I took **charge of a team of approximately 8-10 on-call technicians**. My primary responsibilities in this ongoing role include **serving as the main escalation point for operational support and providing technical consultation** for a variety of aspects within AWS data centres. The bullet points below cover some of my main accomplishments throughout the role.   * Produced technical documentation for a server firmware issue, **enabling resolution of over 500 outstanding issues worldwide**. * Hosted and presented a live talk for newer technicians on “carbon-based” server-types, my talk is up on Amazon Broadcast. * **Developed “Streamline”, an Amazon-internal web application built entirely in Python**, to help data centre staff with automating operational work. * Re-designed the on-boarding experience for new starting data centre technicians throughout London. * **Led daily stand-up calls** to facilitate cross-functional collaboration and streamline issue resolution. * **Restoring approx £2m+** worth of unsellable EC2/PROD server equipment and network equipment back into the business. * **Automated ticket-data analysis by developing Python and Powershell scripts**, enabling more efficient selection of priorities during stand-up calls. **Optimized and maintained a couple of other scripts**.   Skills used: **Management, Python, Powershell, Linux, AWS, IPMI, BMC, PXE**  Data Centre Tech IV  Amazon Web Services  Dec 2022 – Jan 2023 · 1 mo   * After my promotion to Data Centre Engineer IV, I continued to focus on reducing un-sellable capacity by performing hardware break/fix tasks but focused more on the mentorship of newer * **Mentored colleagues on best pracitces** for break/fix techniques, including setting up meetings to provide 1-1 training and continuing to work on shaping the on-boarding experience for newer engineers. * **Optimized and maintained a powershell script** for rack-install ticket creation, **fixing old critical bugs which boosted user-adoption**. * **Main point of contact for Wi-Fi** related issues, including outages and installation of Wi-Fi into new datahalls.   Skills used: **IPMI, PXE, BMC, Fibre, Powershell, Linux, AWS**  Data Centre Tech III  Amazon Web Services  Nov 2020 – Dec 2022 · 2 yrs 1 mo   * Over the course of two years, I **resolved approximately 3,300 issues with servers and networking equipment** for customers on EC2 and PROD. * Worked with stakeholders to **resolve issues with optical spans** between sites. * Carried out several smaller scale projects to increase data centre capacity and increase employee welfare. * **First responder for emergency outages** and Large-Scale Events including network outages.  Side projects – more on [my website](https://jakeoliverlee.com/#projects). Streamline  Released April 2023  Streamline is an AWS-internal web application built entirely using Python based on the [Streamlit](https://streamlit.io/) web framework. Streamline can do various operational tasks, but its most popular functionality is its ticket-data crunching algorithm.   * Streamline was developed entirely by myself: the frontend, the backend, as well as the infrastructure that powers Streamline. * Within the first week of release, Streamline has a **user-base of around 15 data centre engineers,** most of whom utilize the ticket crunching algorithm which **boosts time-spent efficiency by ~1400%.** * Read more details about Streamline [on my website](https://jakeoliverlee.com/#streamline).   **Tech Stack**: Python, Typescript, Streamlit, AWS, AWS CDK  Personal Resume  Released May 2023  [jakeoliverlee.com](https://jakeoliverlee.com/)  GitHub Logomark  – v1.0.2 - Check out the source code [here](https://github.com/jakeoliverlee/Resume-Website).  **Tech Stack**: HTML, TailwindCSS, Javascript, ExpressJS, MongoDB, Firebase, Github Actions for CI/CD.  Github Graph’s  Released May 2023  [Documentation](https://jakeoliverlee-githubgraphs.nw.r.appspot.com/v1/ui/#/commit%20graph/controller.get_commit_graph)  GitHub Logomark  – v1.1.2 - Check out the source code [here](https://github.com/jakeoliverlee/githubgraphs).  REST API for generating custom commit-frequency graphs, with a variety of colour themes available.  **Tech Stack**: Python, Flask, Google Cloud (GCP), Docker, Github Actions | Contact me [jakeoliverlee.com](https://jakeoliverlee.com/) jakeoliverlee@gmail.com Skills Python, Javascript, Powershell, Typescript, Bash, HTML, CSS  Flask, Django, React, ExpressJS, NodeJS, Streamlit, TailwindCSS Docker, Git, Firebase, SQL (MySQL, SQLite, PostgreSQL), noSQL (MongoDB, DynamoDB), Kubernetes, AWS, GCPCertification & courses AWS Developer Associate  CCNA  HarvardX - CS50P – Programming with Python  HarvardX - CS50W – Web Programming with Python & Javascript  CompTIA: Linux+, Network+, A+  Various Udemy Courses Education Mathematics, History and IT Esher College, A-Levels – (B, B, A\*) 2017– 2019 |