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| James Buller  Senior Infrastructure Engineer   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | SA7 9QW, Swansea W Glam |  |  |  | | --- | --- | |  | 07802264997 |  |  |  | | --- | --- | |  | james.s.buller@outlook.com | |  | |

Experienced information technology manager with expertise in infrastructure, security planning, and daily operations management. A forward-thinking and strategic leader with over 15 years of experience in information technology. Demonstrated ability to quickly learn new concepts and technologies, resulting in an excellent attendance record and dedication to going the extra mile. Thrives under pressure and consistently meets strict deadlines. Recognized for implementing cost-effective system improvements, streamlining operations, and exhibiting a positive leadership style. Holds a security clearance to Ministry of Defense standard.

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|  | **Skills** |

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| Documentation and reporting |  |  |

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| Infrastructure development |  |  |

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| Budget administration |  |  |

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| Requirements analysis |  |  |

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| Security planning / remediation to CE+ standard |  |  |

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| Analytical and Critical Thinking |  |  |

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| Problem-Solving |  |  |

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| Training and Development |  |  |

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| Organization and Time Management |  |  |

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| Teamwork and Collaboration |  |  |

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| Device management / Application deployment |  |  |

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| Project management / delivery |  |  |

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|  | **Work History** |

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| 2022-03 - Current | **Senior Infrastructure Engineer**  *Arvato Bertelsmann, Swansea*   * Mentored junior engineers in best practices for deploying and managing complex IT infrastructures / applications. * Aligned IT infrastructure strategy with organizational goals by collaborating closely with key stakeholders at all levels of the company. * Enhanced network performance by implementing and maintaining cutting-edge infrastructure technologies. * Working with UK government agencies to deliver secure infrastructure services. * AWS & Azure: Architecting, deploying, and managing scalable and secure cloud environments to support business operations and growth. * Security Policies & ISO27001: Implementing stringent security measures and assisting with ISO27001 compliance to safeguard critical data and systems. * VMware: Managing onsite servers and virtualized environments to optimize resource utilization and ensure high availability. * Backups & Disaster recovery: Implemented backups and disaster recovery, while also performing testing to validate performance. * Microsoft 365: Managing and optimizing Office 365 environments to facilitate effective collaboration and productivity across teams. * Build, manage and deploy Windows / RHEL / SUSE machines / servers. * Overhaul of the patch management system. |

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| 2015-09 - 2022-03 | **IT Manager**  *Seminar Components UK Limited, Swansea*   * Guided organisational technology strategy. * Adjusted project plans to account for dynamic targets, staffing changes and operational specifications. * Demonstrated familiarity with the latest hardware, software and networking technology, as well as industry trends. * Communicated with executive team and Directors to maximize development efficiencies and resolve technology issues. * Designing and maintaining the network / VOIP & CCTV systems & Implementing upgrades for the network including access control. * Managing servers, layer 3 switches, advanced firewalls and all laptops, desktops and printers. * Reviewing IT policies & creating Department specific documentation and processes. * Liaising with 3rd Parties regarding Hardware Procurement / Infrastructure changes. * Overseeing any Network changes. * Administration of New Starters & leavers. * Implementing software solutions for staff self-services. * Managing IT Department invoices & expenditures. * Designing and building business reports on critical ERP information. * Maintaining all business IT based projects and cataloging change management. * Document processes, changes, requirements and progress reports amongst others. * Support end users in their use of applications such as Microsoft Office, ERP, CRM, VPN |

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| 2014-01 - 2015-09 | **Deputy Support Team Leader**  *CGI UK LTD, Bridgend*   * My role at CGI was a senior technical analyst on the service desk as well as being the deputy service desk team leader * I spent 6 weeks at the client site gathering knowledge * Enhanced customer satisfaction by efficiently addressing and resolving support issues. * Streamlined support processes for improved response times and customer experience. * Developed training materials to ensure consistent support team knowledge and skills. * Mentored new hires, promoting a positive work environment and fostering professional growth. |

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| 2013-01 - 2014-01 | **IT Services Support Specialist**  *Dezrez Services Limited, Swansea*   * Install the software, upgrade clients’ machines to local SQL databases and other technical issues. * Served as primary point of contact for all vendor relations, maintaining strong partnerships to support company needs effectively. * Enhanced system efficiency by troubleshooting and resolving technical issues for end users. * Streamlined helpdesk processes, resulting in reduced response times and increased productivity. * Used ticketing systems to manage and process support actions and requests. |

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| 2011-01 - 2012-01 | **Chief Engineer**  *One I.T. Solutions Ltd, Swansea*   * Set up and maintained company computer networks and critical data management for businesses in South Wales * My main role was to liaise with the clients every need based on the type of support contract they had with the company and design and maintain their computer systems / software and network * I have also designed information delivery systems through excel as a ‘dashboard' or real-time business overview empowering the ‘client' to make split second business decisions without the need to waste time contacting over departments. * Managed and scheduled equipment and system preventive maintenance programs to verify contractual compliance. |

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| 2008-01 - 2011-01 | **Technical Account Manager**  *Conduit, Sky and Vodafone, Cardiff*   * Resolved customer complaints with empathy, resulting in increased loyalty and repeat business. * Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts. * Enhanced customer satisfaction by promptly addressing concerns and providing accurate information. * Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike. * Team Leader Cover. * Cover position in the training department. |

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| 2007-01 - 2009-01 | **Bar and Kitchen Associate**  *JD Wetherspoons, Swansea*   * Mentored junior kitchen staff in proper cooking techniques, knife skills, and safe food handling practices to enhance overall team performance. * Collaborated with team members to maintain a clean, sanitary, and organized kitchen workspace, ensuring compliance with health regulations. * Assisted with inventory management to optimize product availability and reduce waste. * Maintained a clean and organized bar area, ensuring a welcoming atmosphere for guests. * Conducted thorough opening and closing procedures, maintaining high standards of cleanliness and organization within the establishment. |

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| 2004-01 - 2007-01 | **Telecoms Diagnostics Advisor**  *British Telecom, Diagnostics, Swansea*   * Maintained up-to-date knowledge on industry trends and regulations, ensuring accurate advice was always provided to clients. * Mentored junior advisors, fostering a supportive team environment focused on growth and learning. * Utilized advanced CRM tools to track client interactions efficiently while maintaining detailed records of their individual goals, preferences, and concerns. * Improved network performance by diagnosing and resolving complex telecommunications issues. * Efficiently troubleshot ADSL connections resulting in quicker restoration of services following outages. |

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|  | **Education** |

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|  | BSc Degree: Computer Sciences, ICT  *Swansea College, Science*  (PASS-Merit, including English, Mathematics and |

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|  | A' Levels: English and Mathematics |