



Contact

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Education

2024

BSC (Hons) Digital and Technology Solutions

University of Roehampton

2017

BA Creative Music Technology
Bath Spa University

Skills/Certification

- AWS Certified Solutions Architect – Associate
- AWS Certified Sysops Administrator - Associate
- ITIL v4 foundation
- Comptia Network +
- Network and System Administration on Windows, Linux and Cisco IOS
- Programming languages: Python, Bash, Powershell
- Troubleshooting, problem-solving and root cause analysis

Hobbies/Interests

Writing and playing live music

Running and cycling

Jonathan Stoddart

IT Support Engineer

Passionate and results-oriented IT Support Engineer with over 5 years of networking and system administration experience. Possesses a strong desire to learn about new technology and cloud-computing to collaborate with business leaders and deliver innovative solutions for AWS customers. Demonstrated understanding of networking fundamentals including security, networking concepts, protocols, and best practices. Knowledgeable of programming and scripting languages such as Python, PowerShell, and Bash.

Experience

2020 - Present

Amazon | EUK5, LCY3, London UK

IT Support Engineer / IT Degree Apprentice

Responsible for building, deploying, and maintaining network infrastructure and end-user equipment across multiple sites, supporting thousands of users and ensuring Amazon operations can fulfil customer orders. Key achievements include:

- Launching two pilot sites as the OBL (on-site build lead), leading internal and external teams to implement revised operational processes. Tested and deployed multiple new hardware devices for end-users in externalized networks. Worked across multiple teams to go-live in time for launch.
- Designed and deployed a secure file-sharing service for the Amazon Apprenticeships team to collaborate with Qualtrics on sharing survey results. Utilized AWS services such as Lambda, Transfer Family, S3, and Secrets Manager to ensure a platform where only trusted actors can send and receive files using SFTP.
- Effectively resolved multiple high-severity issues on networking equipment such as firewalls, switches, and routers. Restored normal service to the site.
- Consolidated switching equipment in an Amazon fulfillment center, reducing the number of network switches active on-site by approximately 30%. Saved the site thousands of pounds in electricity annually.
- Automated keypad provisioning from a manual process using Bash scripting to remotely install configuration files. Saved days of work on-site by enabling local IT to provision from their desks instead of needing to walk to each station to make changes to keypads.

2018 - 2020

Xperience Group | Peterborough, UK

Support Analyst

Provided IT support working as an IT consultant for a Managed Service Provider to maintain IT systems for over 100 companies. Key responsibilities included:

- Troubleshooting hardware, software, and network issues remotely, via phone, email, and through a ticketing system, ensuring resolutions are met within SLA (service-level agreement).
- Migrating organizations to Azure and Microsoft 365 from Windows Server, Office, and Windows 7/10.
- Setting up and maintaining backups of systems using VEEAM to ensure systems could be brought up for disaster recovery. Ensuring systems are monitored and security patches are automatically applied.
- Writing and maintaining PowerShell scripts to manage onboarding and offboarding of users into relevant email groups and Active Directory objects. Enabling end-users to have access to all relevant IT resources needed when starting based on their job role.

References available on request