Richard P.

TECHNICAL SKILLS

Cloud:	AWS
Languages:	Python, Go, TypeScript/JavaScript, Ruby, Bash, Perl
Infrastructure + Automation:	Ansible, Docker, Kubernetes, CI/CD
Operating Systems:	Linux (Debian, RHEL), OpenBSD
Networking:	TCP/IP, DNS, HTTP, Firewalls

CAREER HISTORY

Amazon Web Services (AWS)   London, UK
Systems Engineer   Dec 2021 — Feb 2026
- Led the design and implementation of a critical customer service which increased customer trust and improved their security compliance and posture.
- Converted GUI-built pipeline to IaC using AWS-internal, declarative Ruby framework.
- Reduced TOIL for team by automating controls for some incoming ticket types. [JavaScript]
- Researched and implemented Slack automations to improve team's operational excellence. [Python, webhooks]
- Scripted in multiple languages to automate tasks and integrate software solutions. [Python, Ruby, shell]
- Operated large-scale cloud infrastructure, contributing to the implementation of cloud computing solutions. [Organizations, Accounts, SignUp, SignIn]
- Troubleshot and resolved problems across software development, systems engineering, and systems security disciplines, utilizing Linux skills.
- Built and maintained relationships with partner teams to review and refine design and architecture documents.

ThreatConnect   London, UK
Software Engineer, Customer Support   Apr 2021 — Nov 2021
- Provided technical support for a cybersecurity platform, assisting customers with installation, upgrades, and daily operations across Linux and Windows environments.
- Diagnosed and resolved software and system issues by analysing application behaviour, system logs, and Java stack traces.
- Troubleshot and resolved network-related problems affecting product performance, leveraging an understanding of networking technologies (firewalls, routers, switches) and protocols (TCP/IP, DNS, HTTP, SMTP).
- Collaborated with cross-functional teams, including Sales, Product Management, and Software Development, to deliver solutions to customer issues.
- Managed customer cases and tracked issue resolution using Atlassian JIRA.

Sabbatical   Jan 2018 — Jan 2020
- Took time off (after receivership) — visited: Common Lisp, Ruby, Python, OCaml.
- Audited courses on Coursera and EDX.
- Experimented: GCP with Qwiklabs practicals.

LLE-Ventures Ltd   London, UK
Infrastructure Engineer   Oct 2013 — Dec 2017
- Setup and managed infrastructure on AWS. [EC2 (Ubuntu AMI) w/ EBS volumes]
- Used Eucalyptus to manage instances.
- Configured and deployed nginx web server with PostgreSQL.
- Used ansible for ad-hoc commands on servers.

Squiz Ltd   London, UK
Unix Systems Admin/Support Tech   Apr 2011 — Oct 2013
- Provided support to clients for the SquizSuite product line.
- Setup two new Applogic (cloud computing) grids (v3.1.14 + v3.5).
- Semi-automated the process of creating a new cloud appliance with required monitoring/backup infrastructure (dns, racktables, puppet, filtergen, bacula, nagios, cacti) — reducing time from 4 hours to 90 mins per server.
- Standardised switch configs (logging, ntp, STP, ssh, port labels) and introduced rancid for config management.
- Built an HA web site (10 nodes) using HAProxy, squid, lsyncd and PostgreSQL streaming replication.

Richard P.

EDUCATION, CERTS + TRAINING

- AWS Certified Cloud Practitioner (CLF-C02)
- Programming with Google Go Specialization, Coursera
- Become a JavaScript Developer Specialization, Coursera
- City University, School of Informatics, London, GB, BSc (Hons) Computer Science with Distributed Systems
- Erlang Open Telecom Platform
- Erlang OTP Express: An Introduction to Large-Scale Software design with Erlang
- Juniper: Introduction to the SDX-300 for Residential and WAN Services
- Juniper: Architecture, Configuration, Routing Policy, Troubleshooting and MPLS Traffic Engineering