

## TECHNICAL SKILLS

<b>Cloud:</b>	AWS
<b>Languages:</b>	Python, Go, TypeScript/JavaScript, Ruby, Bash, Perl
<b>Infrastructure + Automation:</b>	Ansible, Docker, Kubernetes, CI/CD
<b>Operating Systems:</b>	Linux (Debian, RHEL), OpenBSD
<b>Networking:</b>	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]
- Troubleshoot 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
- Troubleshoot 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.

## BSc Student

Jul 2008 — Apr 2011

- Took time off of work to complete BSc (Hons) Comp Sci degree full time. (Sept 2009 — Jan 2011)
- Developed a trading methodology for the futures markets. Instruments: US Treasuries, FX Futures (Euro, British Pound) and Crude Oil.
- Started Erlang and wrote an OTP application to interface with Interactive Brokers' API to display live 5 second data for selected futures instruments.
- Developed various studies (in C++) for the Sierra Chart charting/trading platform.
- Started Scheme and lambda calculus to be more familiar with functional programming and its idioms.

## *Logica/Servista Ltd*

London, UK

### UNIX/Linux Systems Admin/Architect

Feb 2007 — Jul 2008

- Responsible for 3 production, 1 development and 1 training environments — 3 Sun Fire V880s, 12 V440s (Solaris 8) and 82 RHEL/Centos servers.
- Designed and implemented HA radius solution (Radiator w/ MySQL, DRBD, HA) for client
- Improved/automated in-house processes for monitoring (hobbit) and backups (bacula). Wrote a perl plugin to monitor Radiator on hobbit.

## *Cable + Wireless Access/Bulldog Communications*

London, UK

### Team Leader — Systems Operations

Mar 2005 — Feb 2007

- Technical team lead of 3 UNIX sysadmins and a developer.
- Support and administration of distributed user authentication platform — consisting of 8 Sun Fire V440s under Solaris 9 with multi-master replicating Sun One (iPlanet) LDAP backend.
- Operationally responsible for Juniper SDX platform (30 Sun Fire V440s)
- Proactively designed, developed and implemented Perl scripts that monitored the SDX platform.

## EDUCATION, CERTS + TRAINING

- **AWS Certified Cloud Practitioner (CLF-Co2)**
- **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