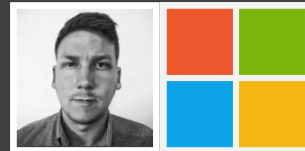# James Wylde
Escalation Engineer at Microsoft

Senior engineer experienced in system administration, project delivery and support - currently working as an Escalation Engineer at Microsoft; Azure, Windows Server, Azure Stack Hub, Azure DevOps, CI/CD Pipelines, RHEL, Powershell, KQL, Bash, GIT, Hyper-V, O365 Admin, GPO, Kubernetes, Terraform, AKS.

Work History

Escalation Engineer Microsoft [2022-Pres]
Senior Engineer based within the Azure Stack team as an Escalation Engineer at Microsoft. Role supported full stack product Azure Stack Hub – a product that requires Microsoft intervention to access internals. Act as technical resource to help resolve complex, escalated and politically hot incidents, role requires expert knowledge of Powershell (product is managed entirely via. Powershell), Azure Stack Hub, SDN, Storage, VNet, Compute, Hyper-V, Linux (RHEL/Ubuntu/CentOS), Identity & Security, Azure Fabric, Azure Resource Providers; App Service, Event Hubs, AKS Engine, SQL & MySQL, Health Monitoring. Acting as a SME (subject matter expert) for Powershell, helping develop internal tooling at Microsoft for Azure Stack Hub via Azure DevOps & CI/CD pipelines and Git. Collaboration with Product Group / Developers and OEMS Lenovo, HPE, Cisco to identify and verify product bugs.

3rd Line Engineer Smurfit Kappa [2021-2022]
Providing 3rd line support to a 3000 userbase, technical lead and point of contact for escalations from 2nd line and field engineers. Working within the ITIL framework to resolve high priority, complex and escalated incidents. Project work involving Office365 (planning to delivery), Monday.com, Intune. Server administration with various virtualised Windows Server versions, residing in Dell Virtustream. Heavy use of Powershell and Bash scripting, creating both reactive scripts as well as GUI solutions for the department and wider business, automation and reporting. GPO implementation. Exchange Server 2016 & 2019 admin. WSUS patch management, implementation and compliance. Authoring and maintenance of knowledge base articles. Mentoring of analysts, 1st Line and 2nd Line engineers. Power Automate flow creation and maintenance for wider business automation. Out of hours escalation point of contact.

2nd Line Engineer Peel Ports [2019-2020]
Providing 2nd line support in a Citrix Xenapp Farm environment to 1500 users, both locally and internationally. This consisted of both remote assistance as well as deskside support. Extensive experience with Active Directory, Exchange 2010, Microsoft 365, SCCM, Intune, Windows Server (various), Citrix Desktop & Director, VMWare, Hyper-V, App-V, AppSense, VMM, Cisco IronPort, Cisco ESA & WSA, SAP Ariba & Concur, Skype for Business, Teams, Mitel, DUO .Working within set SLA's to provide technical resolutions, trend/problem analysis using Sostuento and SolarWinds Service Desk. Escalation and liaison with 3rd parties. Procurement of hardware. Working alongside the Cyber Team to eliminate threats with Cisco WSA and ESA. KPI tracking and management for the business and stakeholders. International visits to provide on-site support to users

Full work history available on request

Projects

SysAd.ps1 Powershell   Github >
Suite of tools built within PowerShell residing in an intuitive terminal user interface which aims to automate common and complex tasks for less technical staff, including Active Directory reporting, PsExec.exe sessions, WMIC actions, DHCP, McAffee and SNOW reporting/updates, telnet, tracert, file size reporting and registry tweaks for bespoke solutions

WyldeJ.com AWS, Python, Flask, HTML, CSS   Github >
Website built with Python's Flask framework, with HTML, CSS, JavaScript and hosted in AWS Elastic Beanstalk, load balancer oncifugred, SSL certificate and deployed from repository on GitHub and managed via. CI/CD pipeline in AWS CodePipeline.

Contact

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WWW
WyldeJ.com

LinkedIn
linkedin.com/in/jameswylde

Skills

Languages: C#, Powershell

Version Control: Git

DevOps: Docker, Jenkins, Ansible, Azure DevOps, GitOps

Technology

Azure, Powershell, Azure Stack Hub, Hyper-V, CI/CD Pipelines (Azure DevOps), Kusto Query Language, SQL Server, Terraform, RedHat, Windows Server (all), GIT, Exchange, Office365, SCCM, Group Policy, DNS, DHCP, Cisco IronPort, McAffee EPO, DirectAccess VPN, Intune, VMWare Workspace ONE, Sophos MDM, Dell Virtustream, Active Directory, SDN, S2D, Power Automate, AKS

Education

Birkenhead Sixth Form

Language, Literature, Politics

Wallasey High School

8 x GCSE (Maths & Eng incl)

Microsoft CERTIFIED
AZURE ADMINISTRATOR
ASSOCIATE