Tony Gallone

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SUMMARY

I am a results-driven Application Support Consultant having nearly 15 years of experience in IT support, cloud infrastructure and DevOps.

EXPERIENCE

Burendo, **Associate Consultant**
Feb 2025 - Present

• Established and led a Level 2 (L2) application support team, setting standards for incident management, release processes, and code review, enhancing team efficiency.
• Developed proactive monitoring solutions for AWS and Azure environments, improving system reliability and performance.
• Improved SLA compliance from 83% to 100% within two weeks through operational enhancements, demonstrating a commitment to service excellence.

ENSEK, **Technical Operations Engineer**
Oct 2022 - Feb 2025

• Led migration of core systems from on-premises to AWS, supporting scale from 200,000 to 6 million users, enhancing system scalability and performance.
• Designed and implemented £500K/month AWS infrastructure with disaster recovery and business continuity, ensuring high availability and resilience.
• Implemented advanced monitoring solutions (CloudWatch, NewRelic, ServiceNow, PagerDuty), increasing SLA performance and optimizing application stability.

TheDataShed, **Technical Operations Engineer**
Feb 2021 - Oct 2022
I delivered Level 3 (L3) support, handling escalated incidents and optimizing client systems
I conducted SQL Server investigations, resolved performance bottlenecks, and maintained high application uptime

Communisis, **SQL/Application Developer**
Nov 2017 - Apr 2020
I was promoted from Junior Database Developer to Application/SQL Developer within one year
I authored technical documentation, managed live releases, and maintained UAT environments
I developed and optimized T-SQL reports and managed system performance

MotorMile Finance, **Database Administrator**
Mar 2016 - Oct 2017
I overhauled call center backend, enhancing performance and reliability
I rewrote database import/export processes and optimized over 200 reports
I supported software installation and maintenance for customer communications

Claritas Solutions, **Junior Database Administrator**
Feb 2014 - Oct 2017
I supported database performance tuning and maintenance alongside senior DBAs

CarAudioPoint, **IT & Sales**
May 2010 - Feb 2014
I created eBay product listings, provided customer support, and managed the company website (www.caraudiopoint.co.uk)
I introduced website design and eCommerce solutions

LICENSES & CERTIFICATIONS

Microsoft Certified: Azure Data Engineer Associate
Microsoft •

Microsoft Certified: Data Analyst Associate
Microsoft •

Microsoft Certified: Azure Database Administrator Associate
Microsoft •

Microsoft Certified: Azure Fundamentals
Microsoft •

AWS Certified Cloud Practitioner
AWS •

AWS Certified Developer – Associate
AWS •

SKILLS

Cloud Platforms: AWS and Azure • Database Management: SQL Server, PSQL and MySQL • DevOps & Automation: CI/CD pipelines, Infrastructure as Code (Terraform, Terragrunt), automated deployments and CircleCI • Monitoring & Incident Management: CloudWatch, NewRelic, ServiceNow, PagerDuty • Data Tools: SSIS, SSRS, Power BI • Programming & Scripting: Python, Bash • Cloud Architectures: PaaS, SaaS, IaaS • Containerization • release management • source control