Tony Gallone

Application Support Consultant | Technical Operations Engineer

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**PROFESSIONAL SUMMARY**

Resultsdriven Application Support Consultant with 14+ years of experience in IT support, cloud infrastructure, and DevOps. Proven track record of driving operational excellence, improving SLA performance, and leading cloud migration projects for enterprise clients. Skilled in AWS, Azure, SQL Server, automation, and incident management. Recognized for building support teams, streamlining processes, and delivering robust technical solutions.

**KEY SKILLS**

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

**PROFESSIONAL EXPERIENCE**

**Associate Consultant** | Burendo | Feb 2025 – Present

* Established and led a Level 2 (L2) application support team, setting standards for incident management, release processes, and code review.
* Developed proactive monitoring solutions for AWS and Azure environments.
* Improved SLA compliance from 83% to 100% within two weeks through operational enhancements.

**Technical Operations Engineer** | ENSEK | Oct 2022 – Feb 2025

* Led migration of core systems from on-premises to AWS, supporting scale from 200,000 to 6 million users.
* Designed £500K/month AWS infrastructure with disaster recovery and business continuity.
* Implemented advanced monitoring (CloudWatch, NewRelic, ServiceNow, PagerDuty), increasing SLA performance.
* Supported Agile and traditional delivery frameworks, optimizing application performance and stability.

**Technical Operations Engineer** | TheDataShed | Feb 2021 – Oct 2022

* Delivered Level 3 (L3) support, handling escalated incidents and optimizing client systems.
* Conducted SQL Server investigations, resolved performance bottlenecks, and maintained high application uptime.

**SQL/Application Developer** | Communisis | Nov 2017 – Apr 2020

* Promoted from Junior Database Developer to Application/SQL Developer within one year.
* Authored technical documentation, managed live releases, and maintained UAT environments.
* Developed and optimized TSQL reports and managed system performance.

**Database Administrator** | MotorMile Finance | Mar 2016 – Oct 2017

* Overhauled call center backend, enhancing performance and reliability.
* Rewrote database import/export processes and optimized over 200 reports.
* Supported software installation and maintenance for customer communications.

**Junior Database Administrator** | Claritas Solutions | Feb 2014 – Oct 2017

* Supported database performance tuning and maintenance alongside senior DBAs.

**IT & Sales** | CarAudioPoint | May 2010 – Feb 2014

* Created eBay product listings, provided customer support, and managed the company website (www.caraudiopoint.co.uk).
* Introduced website design and eCommerce solutions.

**CERTIFICATIONS**

* Microsoft Certified: Azure Data Engineer Associate
* Microsoft Certified: Data Analyst Associate
* Microsoft Certified: Azure Database Administrator Associate
* Microsoft Certified: Azure Fundamentals
* AWS Certified Cloud Practitioner
* AWS Certified Developer – Associate

References available upon request.