## 👤 CAREER PROFILE

As an experienced Systems Engineer, I specialize in Workflow Optimization, Workload Reduction, Process Standardization, and Toolset Integration. I excel in solving complex IT problems and have successfully undertaken diverse roles throughout my career. I am passionate about sharing my knowledge and possess strong interpersonal skills, enabling effective communication at all organizational levels, from front-line support to senior directors.

## 📇 EXPERIENCES

### Full Stack Systems Engineer III
Rackspace Technology

2020 - Present

Responsible for the project delivery, design and development of business products and support tooling. Working closely within functional team and external stakeholders qualifying and documenting new products, both hardware and software.

Identifying areas of improvement both within the team and the larger organization. Designing, engineering, architecture, and integration of tooling to reduce total cost, to support customers and minimize human error.

**Responsibilities**

- Identify areas of improvement for existing or new tooling
- Manage approved projects and implement within assigned timelines
- Provide support and guidance to other engineers
- Point of escalation for support teams and Full Stack Systems Engineers

**Achievments**

- Designed, developed & Implemented an analytics tool that was able to identify discrepencies in billing and allow these to be corrected
- Designed, developed & Implemented a fully automated test lab using Terraform and Ansible allowing either user testing or fully automated testing

**Technologies**

Jira, Python, Powershell, Github Actions, Okd

### Full Stack Systems Engineer II
Rackspace Technology

2019 - 2020

Responsible for the design and development of business products and support tooling. Working closely within functional team and external stakeholders qualifying and documenting new products, both hardware and software.

Identifying areas of improvement both within the team and the larger organization. Designing, engineering, architecture, and integration of tooling to reduce total cost, to support customers and minimize human error.

**Responsibilities**

- Improve business workflows and tooling to provide more efficient service
- Independently manage assigned tasks and communicate with task stakeholders

**Technologies**

Jira, Python, Powershell, Go, Github Actions,

### Technical Support, Team Leader
Rackspace Technology

2017 - 2019

Responsible for leading a team of 13 Windows Engineers, providing 3rd line support to our customer base.

**Responsibilities**

- Management of Windows Engineering team, including performance reviews and 1-to-1
- Planning of on-call rotas and shift patterns
- Ticket queue reporting and ensuring SLAs are adhered to

**Achievments**

- Implemented a reporting tool using Python and Grafana that allowed identification of stale tickets along with closure times and additional statistics to aid in faster customer ticket resolutions and increase engineer responsibility
- Reduced ticket wait times and queue lengths significantly by implementing better reporting and ticket management procedures

**Technologies**

ServiceNow, Python, Grafana, InfluxDB

### Technical Lead
Datapipe (Acquired by Rackspace Technology)

2015 - 2017

Managing a small number of high value enterprise customers ensuring the best solutions for the clients needs are provided. A point of escalation for the customer to assist with any issues that arrise.

**Responsibilities**

- Overall technical responsibility for a number of large enterprise businesses.
- Work closely with the Account Director and Service Manager to co-ordinate teams and deliver the best possible service.
- Track and progress problems and projects to enable continued improvement.

**Achievments**

- Worked with the companies two largest customers to ensure retention after a period of issues, one customer ended up expanding their contract and adding additional £1.2m due to this effort.
- Provided a full CMDB device and relationship mapping to allow enhanced support and impact analysis.
- Executed monthly usage analysis to provide feedback on potential savings or performance bottlenecks. This resulted in a major bottleneck being found with part of the infrastructure and mitigation being implemented.
- Implemented a billing audit to ensure devices were being billed accurately each month.
- Resolved some major problems that were causing poor customer performance.

# Steven Marks
Full Stack Systems Engineer III

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## LANGUAGES

English (Native)

## INTERESTS

Rugby

Home Automation

**Technologies**

VMware vSphere, VMware vRealize, ServiceNow, Windows Server, Cisco ASA

### Senior Hosting Engineer
Adapt (Acquired by Datapipe)

2014 - 2015

Managing a small number of high value enterprise customers ensuring the best solutions for the clients needs are provided. A point of escalation for the customer to assist with any issues that arrise.

**Responsibilities**

- Architect and project manage deployment of customer environments.
- Act as an escalation point for Junior engineers.
- Improve technical documentation and procedures.

**Achievments**

- Architected a repeatable VMware environment with DR capabilities if required.
- Fully automated deployment of environment to enable the most efficient use of engineers time.
- Continued development of internal IPAM for asset tracking and IP Management.

**Technologies**

Juniper SRX and EX, VMware vSphere, vCloud Director, Xen Server, NetApp, Windows Server, Linux (RHEL & Ubuntu), DNS, PHP, MySQL

### Hosting Engineer
Sleek Networks (Acquired by Adapt)

2013 - 2014

Managing a small number of high value enterprise customers ensuring the best solutions for the clients needs are provided. A point of escalation for the customer to assist with any issues that arrise.

**Responsibilities**

- Provide assistance in maintaining the data center, including failover testing for generators and mains power.
- Provisioning of new cabinets with power, cabling and switching gear.
- 1st and 2nd line helpdesk support for any customer queries or issues.

**Technologies**

Juniper SRX and EX, Cisco ASA, VMware vSphere, vCloud Director, Xen Server, NetApp Storage & Backup, Windows Server, Linux (RHEL & Ubuntu), DNS

### Senior IT Consultant
Galtec Solutions

2007 - 2013

Managing a small number of high value enterprise customers ensuring the best solutions for the clients needs are provided. A point of escalation for the customer to assist with any issues that arrise.

**Responsibilities**

- Architect environments for SME customers.
- Deploy Virtualisation and Windows infrastructures.
- Evolve the internal & customer products offered.

**Achievments**

- Designed & Implemented the first Cloud hosted Bloxx appliance in partnership with Bloxx.
- Designed & Implemented an off-site backup solution for our managed customers.
- Designed & Implemented custom Sharepoint sites for businesses.
- Implemented Microsoft Dynamics CRM, improving sales ability to manage customers.

**Technologies**

VMWare vSphere, Veeam Backup & Replication, Windows Server 2003 / 2008, Windows Deployment Services

## 🗐 PROJECTS

Below are a few projects that I have developed

Atomice Calendar Revive - An advanced calendar card for Home Assistant.

Pyarr - A Python client for Servarr API's (Sonarr, Radarr, Readarr, Lidarr)