**James Michael White**

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| Profile |

Dedicated IT specialist skilled in cyber security, cloud migration, and IT systems management. Over 15 years of experience in senior infrastructure roles and management of technical teams within the enterprise and managed service provider sector. Possesses subject matter expertise in helping businesses migrate IT infrastructure to the cloud while securing systems with cyber security best practices.

Highly experienced in handling positions that require strategic planning, support, and management of technical systems for improved efficiency. Working proficiency in scripting and automation using DevOps and IaC tools and delivering turn-key solutions for business IT challenges. Ability to develop, implement and collaborate to meet clients’ IT project vision.

# Key Projects & Achievements

**2025**

* Led Project to decommission legacy Kubernetes Azure DevOps Self Hosted agents and move to new Managed DevOps Pools
* Developed new standard pipeline templates for .NET app build & deployment and Azure Data Factory
* Migration and consolidation of several API Management instances into one
* Working with Integrations team to recreate all their Azure resources with Terraform including Logic Apps, Cosmos DB, Key Vault, Storage Accounts and Data Factory
* SeviceNow flow automation to trigger PowerShell pipeline in Azure DevOps to add user to projects and assign a license

**2024**

* Developed more Terraform modules on GitHub for Azure Windows and Linux Web Apps, Cosmos DB and made improvement to existing Key Vault and Service Bus Modules
* New green field project setting up CI/CD Pipelines and IaC to build & deploy 3 React Web Apps and 3 .NET backends including a SQL Database and Mongo DB.
* IaC setup for .NET app including deployment of an Azure Function, Service Bus, and Data Factory using Terraform and ARM templates
* Project to move 5 SQL Database servers onto private endpoints for the BCA website deployed in Azure Kubernetes Service
* Setup of classic Azure DevOps build and deployment pipeline of legacy VB.NET app to on prem RDS Farm
* Project to automate creation of an Azure DevOps project, pipelines and Azure Infrastructure from a ServiceNow request
* Setup of VM Scale Set Self hosted Azure DevOps agents for Linux and Windows
* Project to move 6 AWS hosted APIs under the Azure API Management service

**2023**

* Working with the Platform team to refactor the dev teams Azure DevOps YAML Pipelines to make them more efficient using Terraform modules, Library groups and Key Vaults
* Developed several Terraform modules on GitHub for Azure SQL Database, VNETs & Mongo DB
* Legacy On prem Active Directory upgrade of 5 forests
* Built new hardened Windows and Red Hat VMware templates and a PowerShell script to speed up the deployment of VMs in the on prem Datacentre

**2022**

* Datacentre migration project, migrating over 800 VMs to a new vSphere platform.
* Azure DevOps classic pipeline migration to YAML
* Azure AD SSO & MFA deployment for 800 Salesforce users across the EU

**2021**

* Wrote multiple PowerShell scripts to automate various routine tasks such as deployment of Virtual Datacenters , SQL server, Veeam backups and more
* Automation project to automate collection of tax returns from BCA business units and sending them to HMRC utilizing Terraform to provision Azure resources.
* Multiple legacy server upgrade projects

**2020**

* Technical lead on multiple acquisition projects for a financial services company which involved migrating users, Office 365, applications, networks and telephony from on premise to a VMware Cloud solution.
* Azure project involving migrating a SQL Always On cluster and multiple virtual machines from classic to resource manager deployment in a new subscription provided by the Pulsant CSP. I utilized PowerShell scripts to backup and restore 50 databases via a storage account to the new environment.

**2019**

* On premise file/print server and Exchange 2010 to 2016 migration
* Ongoing project to Migrate a Law Firm from their incumbent hosting provider and MSP to the Pulsant vCloud Platform
* Citrix Project which involved building an environment for users at Tesco to access a bespoke finance application.
* Database migration project for a PLC company, moving from SQL Mirroring to Database availability groups
* Managing a migration of multiple customers from a legacy vSphere environment to vCloud Director

**2017-2018**

* Deployment of 16 host dual site VMware 6.5 Private Cloud for a leading UK law firm with Dell Servers, HP 3PAR Storage, Cisco HA ASA Firewalls and Zerto DR.
* 6 Host Private Cloud deployment for large multi-national logistics company with Cisco ASAv firewalls and HA F5 Load Balancers.
* Multiple multi-tenant cloud solutions deployed using vCloud director.

**2016**

* IT Security Project – Implementation of Palo Alto Firewalls and AlienVault SIEM
* Cloud Project **–** Migration of hosting operation to Microsoft Azure utilizing a mixture of IaaS and PaaS services
* Hybrid Exchange Deployment – Migration of all on premise mailboxes from Exchange 2013 to Office 365
* Global Cisco Meraki Wireless deployment across 3 offices and migration away from legacy Cisco access points
* Branch office infrastructure move

# Technical Skills Overview

* Microsoft Azure, Azure DevOps
* YAML and Classic Azure CI/CD Pipelines
* Azure Services – Key Vault, Storage Accounts, Function App, Web App, Service Bus, Data Factory Azure Kubernetes Service (AKS)
* Azure Networking – VNETs, NAT Gateway, Network security groups, Service endpoints, Private Endpoints, Bastion, Azure DNS, Front Door, VPN Gateway
* API Management, Postman
* PowerShell scripting, Terraform, BASH
* Basic Developer Skills - HTML, Markdown, CSS, JavaScript and React
* Git Source Control (GitHub, Bitbucket, Azure Repos)
* Active Directory/ Entra ID / Group Policy
* Office 365, Google G Suite
* IIS 6/7/8/10
* SQL Server 2005-2017, Azure SQL Database, Mongo DB
* Windows Server 2003-2022
* Linux – Red Hat/Cent OS/Ubuntu/
* VMware ESXi 4.1 – 6.7, vCloud Director
* VMware Site Recovery Manager, Zerto Replication, Azure Site Recovery
* Storage – EMC VNX, HP 3PAR, Celerra NX4, Data Domain & Brocade Fibre switches
* Infrastructure & Network Services – DHCP/DNS/FTP/VPN/RRAS/NPS
* Load Balancers – F5 Big IP, Citrix Netscaler, Microsoft NLB, Riverbed Stringray, HAProxy
* Microsoft Failover Clustering
* Backup Technologies – Veeam/Asigra/Backup Exec/Windows Server Backup
* Exchange 2003/2007/2010/2013/2016
* IT Security Products – AlienVault, Alert Logic, Armor, Palo Alto Firewalls, Cloudflare
* Cisco network administration – Routers/Switches – Layer 2&3/ Cisco ACI/ASA firewalls/Wireless Access Points/ Wireless LAN Controller, Meraki APs
* Server/Network/Application Monitoring using PRTG, SolarWinds Orion, Site 24x7 and New Relic

## Professional and Academic Qualifications

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| Course | Location | Date |
| Microsoft Certified: Azure Solutions Architect Expert | Fastlane, Online | 01/11/2023 |
| Microsoft Certified: DevOps Engineer Expert | Fastlane, Online | 01/12/2022 |
| Microsoft Azure Administrator Associate AZ-103 | Global Knowledge | 09/03/2020 |
| MCSA Windows Server 2012 R2 | Global Knowledge | 06/2014 |
| Cisco CCNA | Bucks New University | 03/2011 |
| CompTIA A+ IT Technician | East Berkshire College | 06/2009 |
| 8 GCSEs Grades A-C including C in Maths and English | Desborough School, Maidenhead | 06/1999 |

**Additional Courses**

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| Course | Location | Date |
| Leadership & Management Development  Programme | Xlic | 10/2020 |
| AlienVault USM for Security Engineers | EMEA Live, Online | 05/2016 |
| VMware vSphere: Install, Configure, Manage [V6] | Global Knowledge | 03/2016 |
| Implementing Microsoft Azure Infrastructure Solutions | QA Training | 10/2015 |
| Server Virtualisation with Hyper-V & System Center | Global Knowledge | 03/2014 |
| Deploying, Configuring and Administering Microsoft Lync 2010 | Global Knowledge | 03/2013 |
| Configuring and Troubleshooting IIS in Windows Server 2008 | QA Training | 05/2012 |
| MCDST in Windows XP | Self-Study | 2010 |

## Employment History

**November 2023 – Present: British Car Auctions: Platform & Automation Engineer**

**August 2021 – October 2023: British Car Auctions: Senior Infrastructure & Cloud Engineer**

As a key member of the Infrastructure & Cloud Engineering (ICE) Delivery team, I am responsible for managing, supporting, and delivering our mission critical IT infrastructure and cloud services, consistently delivering projects and operational service to a high standard, meeting the expectations of a digital business.

**November 2020 – July 2021: Pulsant: Solutions Engineering Manager**

Following a restructuring of the team, I was given a promotion to Solutions Engineering Manager managing a team of 12 Infrastructure & network engineers and technical consultants based in Newcastle, Edinburgh, Maidenhead and London.

**November 2018 – October 2020: Pulsant: Delivery Team Lead**

Following the departure of the previous team lead, I was given the opportunity to lead a team of 4 Infrastructure Engineers based in Maidenhead. After 4 months and the successful acquisition of managed service provider business in the city of London, I took onboard a further 3 Technical Consultants (Professional Services) and 2 Network Engineers to the team.

Responsibilities:

* Reporting to the Head of Operational Delivery to deliver and oversee all customer projects in the southern region for Pulsant’s 3000 customers.
* Working with the Delivery Team leads in the Northeast and Scotland to ensure all staff are correctly trained and processes and procedures are up to date.
* Mentoring, coaching, management support, operational guidance and development including appraisals, evaluations and reporting of individual performance targets for the Delivery Team
* Working with the Project management team to effectively allocate resources and ensure all projects are delivered within agreed timescales.
* Participating in the implementation of new technologies, service policies and procedures with relevant members of the Delivery team
* Working with Solutions Architects and Sales team members to support complex bids where input on the provisioning, configuration or transition of services is required.

**July 2017 – October 2018: Pulsant: Senior Infrastructure Engineer**

Pulsant is one of the UK’s largest data centre and managed service providers. I work in the Delivery Team, building new solutions for customers across Pulsant’s UK datacentre network.

Responsibilities:

* Provisioning, configuration, site installation, testing and support of Pulsant services including (but not limited to) Cloud Services, Managed Hosting, Managed Network, Managed Applications, complex change requests and customer migration.
* Deliver, assist and advise on customer projects and customer solutions, e.g. ensuring that all internal and external customer orders received via the in-house ticketing systems are completed to a high standard and within SLA.
* Provide Subject Matter Expert level expertise to our clients and Infrastructure Engineers on provisioning systems including cloud, virtualisation, networking, storage, Windows and Linux OS.
* Provide documentation of solutions for handover to the support team

**January 2015 – 6th December 2016: Volume Ltd: Head of IT**

Following the departure of the previous manager, I was promoted to Head of IT.

Responsibilities:

* Recruiting new team members and writing job descriptions
* Developing the IT Strategy and future roadmaps
* Conducting appraisals alongside the HR director
* Ensuring team moral through one-to-one meetings
* Managing the IT budget with the Finance director
* Driving new projects and delegating tasks to other engineers
* Senior escalation point for other team members

## Interests

* Continual process of self-improvement, by reading books, online training and testing new technologies in the lab.
* I am passionate about music. I play both Piano, Drums and have an interest in electronic music.
* I like to keep fit by going to the gym, playing golf and cycling.

## References

Please check my LinkedIn profile for recommendations from several senior IT Professionals.