

OVERVIEW

Highly skilled, hands-on technical engineer with demonstrable success maintaining high-availability, large-scale enterprise/cloud services. Innovative problem solver with proven leadership and mentoring abilities. Long track record of delivering substantial return on investment to employers and clients. A commitment to keeping up to date with the latest developments in the industry.

EXPERIENCE

Senior Site Reliability Engineer 2018 - present
AJW Group Sussex, UK

Responsibilities • Work alongside a geographically distributed team of Developers and Infrastructure Engineers for [AJW Group](#), a world-leading independent specialist in the global management of commercial and business aircraft spares

- Lead and developed the culture of SRE within the Organisation, implementation of Automated Incident Management across services
- Lead development of tools, automation to facilitate production system uptime and achieving product SLA
- Defining service SLA / SLOs of services
- Feature development, enhancements for the Kubernetes PAAS platform
- On Call activities, Incident management and Postmortem efforts for the platform
- Lead One Click Deployment of PAAS Infrastructure, auto-remediation / repairing of Infrastructure
- Ensure health of production systems, investigate anomalous behaviour and triage outages, shepherd code changes from development to production, develop and enhance automation and monitoring tools
- Provide technical leadership in cross-organizational projects
- Serve as escalation point for troubleshooting critical problems and unexpected operational issues

Accomplishments • Documented achievement of service availability exceeding 99.99%

- Produced detailed service metrics, allowing consistently accurate utilization projections; variance from norm in metrics used as an early-warning mechanism for detecting problems/changes in behaviour
- Developed benchmarking tools for system analysis and optimization; allowed detailed performance testing of new hardware and software configurations outside of actual production environment
- Established a common monitoring and reporting framework which facilitated the rapid development and deployment of new services
- Established a configuration management toolkit for enforcing operational best-practices throughout the organization
- Originally joined [AJW Group](#) as a Cloud Engineer, elevated to Senior SRE within a year of hire.
- Successfully transitioned production deployment and on-call/triage responsibilities to SRE team; created documentation for SRE ramp-up and critical job functions, including prod deployment process/checklist
- Managed successful delivery of new production cloud architecture; developed system validation and performance benchmarking tools; streamlined validation and deployment processes
- Became highly proficient with [Kubernetes](#), an open-source system for automating deployment, scaling, and management of containerized applications; helped develop [Kubernetes](#) best practices, identified bugs and suggested new features
- Implemented standards for incident tracking, documentation, and post-mortems
- Awarded [Kubernetes Certified Administrator \(CKA\) Certification](#)

<i>Cloud Engineer</i>	<i>2017 - 2018</i>
<i>AJW Group</i>	<i>Sussex, UK</i>

Responsibilities • Architect new services, re-architected existing services, and conceived new features and functionality

- Incident Management and resolution
- Troubleshooting and triaging operational and application issues and fixing them within the defined SLA
- Infrastructure Capacity Management
- Infrastructure and application monitoring / logging

- Production upgrades / updates / patching
- Ensuring that support calls were logged and handled effectively / efficiently within agreed Service Level Agreements using ITIL compliant service desk applications

Accomplishments • Implemented monitoring, alerting, and code delivery mechanisms which stabilized service reliability and reduced downtime by an order of magnitude in less than 1 month after taking over AWS.

- Led effort to establish common [Terraform](#) infrastructure for all [AJW Group](#) cloud services.

Support Engineer
Equinix / Telecity

2013 - 2017
London, UK

Responsibilities • Ensuring that support calls were logged and handled effectively / efficiently within agreed Service Level Agreements using ITIL compliant service desk applications.

- Worked in a team as part of 24/7 network operations centre for [Equinix](#), a global managed services provider, supporting mission critical datacenter infrastructure across the globe.
- Ensuring health of production systems, investigate anomalous behaviour and triage outages.
- Monitoring the progress of live support tickets with third-party maintenance contract suppliers.
- Monitoring of internal and customer hardware, working with external hardware vendors and internal teams to remediate hardware and configuration issues.
- Working with network carriers to troubleshoot customer and internal networks. Configuration changes carried out on a broad range of core network cisco equipment, including ASR Service Provider border routers and access switches.
- Rule checks on customer security hardware including Cisco and Checkpoint firewalls.
- Deployment of new physical and virtual servers. OS patching, configuration and troubleshooting of VMWare ESXi hypervisors and virtual infrastructure management for both internal and customer environments.
- DDoS attack mitigation and threat management of customer and internal IP Networks.

Accomplishments • Implemented standards for source code management using Git and Gitlab.

EDUCATION

CNCF - Certified Kubernetes Administrator (CKA) 2020

Arborventure LTD, UK - (CS38) Tree Climbing and Aerial Rescue 2006 – 2007

Solent University, UK - Cisco Certified Network Associate 2005 – 2006

University of Portsmouth, UK - Computer Network Management & Design 2003 – 2005

TECHNICAL EXPERTISE

Software - Git, GitHub, Gitlab, Docker, Kubernetes, Terraform, Cloudformation, Grafana, Prometheus

Operating Systems - Linux, Docker, Windows Server, MacOS

Programming - Go, Bash, Python, SQL, HTML, CSS

Cloud Vendors - AWS, GCP, Azure