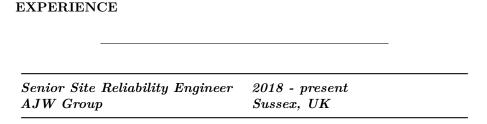
OVERVIEW

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.



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, implemenation of Automated Incident Management across services
- \bullet Lead development of tools, automation to facilitate production system uptime and achieving product ${\rm SLA}$
- 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
- \bullet 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
- \bullet Serve as escalation point for trouble shooting 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

Cloud Engineer	2017 - 2018
$AJW\ Group$	Sussex,UK

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

- Incident Management and resolution
- \bullet 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.

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.
- \bullet 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.
- \bullet 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.

 $\bf Accomplishments ~ \bullet ~ Implemented standards for source code management using Git and Gitlab.$

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 -	2003 - 2005
Computer Network Management & Design	

TECHNICAL EXPERTISE

 ${\bf Software}$ - Git, Git
Hub, 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