ANDREW WILLIAMS

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PROFILE

I am a skilled and versatile engineer with over ten years of commercial experience supporting and automating production Linux deployments within physical, virtual, and hybrid environments.

I'm knowledgeable in the use of Docker, Kubernetes, cloud platforms, and I'm a self-motivated learner with a drive to discover and implement new and emerging technologies.

KEY SKILLS

Cloud Platforms	Amazon Web Service, Microsoft Azure
Containers	Red Hat OpenShift, Kubernetes, Docker
Operating Systems	Linux (RHEL, CentOS, Ubuntu, Debian, PhotonOS), Windows, MacOS, Solaris
Languages/Frameworks	Python, Ruby, Bash, Django, Flask
Databases	MySQL/MariaDB, PostgreSQL, DB2 UDB
Virtualization	VMWare vSphere, Oracle VM
Tooling	Jenkins, GitLab CI, CircleCI, Ansible, Puppet, Kickstart, Artifactory, ManageIQ/CloudForms, Jira, Azure DevOps, Vivantio
Version Control	Git, Perforce
Hardware	Dell PowerEdge, Lenovo xSeries, EquiLogic PS Series, Lenovo Storwize

PROFESSIONAL EXPERIENCE

Yodel　　　　　　　　　　　　　　　　　　　　　　　August 2021 - Present
IT DevOps Engineer　　　　　　　　　　　　　　　　　　　　　　*Liverpool*

· Worked as a pooled DevOps resource, assigned to development programs and projects to create efficient tooling and automation workflows.

bet365　　　　　　　　　　　　　　　　　　　February 2021 - August 2021
Infrastructure Engineer　　　　　　　　　　　　　　　　　*Manchester / Stoke*

· Worked as part of a third-line support team, tasked with dealing with escalation issues, project support, and internal improvements.
· Key projects completed during this role:
    · Assisted with the deployment of multiple Red Hat OpenShift clusters in an air-gapped environment.
    · Upgrade of several Artifactory clusters and created documentation to support on-going patching.
    · Developed and improved the company's internal catalogue of Ansible playbooks, used to support rapid deployment of infrastructure.
    · Created Powershell scripting to automate and manage mass cross vCenter migrations.
    · Completed a rolling upgrade of several clusters from vSphere 6.5 to 7.0.

MDS Global　　　　　　　　　　　　　　　September 2014 - February 2021
Infrastructure Support Engineer　　　　　　　　　　　　　　　　*Warrington*

· Responsible for the day-to-day operational support of over 300 RedHat Enterprise Linux systems within a managed service environment, incorporating all aspects of incident, problem, and change management activities.
· Sustain availability service levels through proactive management of infrastructure components.
· Implement security and compliance measures to assure adherence to ISO 27001 and Cyber Essentials.

- Develop methods of automating departmental tasks to increase efficiency, ensuring documented reproducibility in keeping with ISO 9001 compliance.
- Evaluate new solutions and make suggestions to future architecture direction.
- Provided operation support as part of an on-call rota.
- Key projects completed during this role:
  - Implementation of an "ELK" stack (Elastic Search, Logstash, Kibana) for centralised storage of Cisco device logs.
  - Integrated ManageIQ, Puppet, GLPI, vSphere, and Azure services to provide a single self-service portal for developer environments.
  - Standardised base configuration for RedHat Linux with a company-wide roll-out of Puppet and Kickstart driven installs.
  - Implemented GitLab and Jenkins CI/CD for department-developed applications and configuration.
  - Created several key infrastructure supporting processes in Python and Ruby.
  - Designed and implemented a PostgreSQL data warehouse for cold storage of product usage data.
  - Created application deployment playbooks in Ansible for quick turnaround development environments.

MDS Global   January 2008 - September 2014
LAE Developer   *Warrington*

- Working as part of a team of four provided analytical reporting output for customers.
- Adhered to strict delivery timelines in a ticket-driven environment.
- Responsible for service level attainment for scheduled analytical output.
- Provided out-of-hours support as part of an on-call rota.
- Key projects completed during this role:
  - Defined and developed a common deployment and execution strategy for scheduled reporting using Bash and Python.
  - Took ownership and management of the team's analytical tool servers and software running on Linux.
  - Developed Python scripts to assist with easier processing of bulk data.

MDS Global   May 2005 - January 2008
Service Desk Analyst   *Warrington*

- Worked as part of a shift rota managing incoming customer queries and service requests.
- Preformed first-line diagnostic checks and investigation to assist development teams in identifying issues quickly.
- Completed routine management tasks on IBM i systems.
- Key projects completed during this role:
  - Developed a new set of reporting to match the company's transition to an ITIL service desk structure.
  - Acted as supplier contact for the company's ticketing system, Touchpaper.
  - Assisted with the migration from Touchpaper to Jira.

Halton Borough Council   October 2001 - March 2005
Desktop First Line Support Officer   *Widnes*

- Provided break/fix support to the council's 1500 user base across multiple sites within Halton.
- Worked with a ticket and SLA-driven workload.
- Assisted networking and server teams with installations and hardware replacement.

CERTIFICATIONS & QUALIFICATIONS

Puppet *July 2017*
Puppet Certified Professional 2016.

Sysop Ltd. *September 2012*
BCS Certification in ITIL v3 Foundation.

Alpha Training *October 2001*
City & Guilds Diploma in Networking.

Widnes Sixth Form College *June 2000*
Three A-Levels in Business Studies, Computing, and Media Studies.

VOLUNTARY EXPERIENCE

"Test Alliance Please Ignore" Gaming Community February 2010 - September 2012
System Administrator / Developer

· Designed and managed the group's two dedicated Xen virtual machine hosts.
· Developed the group's custom Python/Django application 'Auth' which managed authentication and authorization for the group's services.
· Provided support for the group's forums, voice communications (Mumble), and instant messaging services (eJabberd/XMPP).
· Directed development of several internal tools and applications.

Liverpool Linux User Group. September 2008 - January 2011
Organiser *Liverpool*

· Main point of contact for the user group.
· Responsible for planning and organising monthly meetings of the user group.
· Helped find and book speakers for monthly meetings.

REFERENCES

Available on request.