

# ANDREW WILLIAMS

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## PROFILE

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A skilled and versatile engineer with over 10 years of commercial experience supporting and automating production Linux deployments within physical, virtual, and hybrid environments.

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

## KEY SKILLS

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

## PROFESSIONAL EXPERIENCE

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**MDS Global** September 2014 - Present  
*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.
- Develop methods of automating departmental tasks to increase efficiency, ensuring reproducibility in keeping with ISO 9001 compliance.
- Evaluate new solutions and make suggestions to future architecture direction.
- Provided operation support as part of a on-call rota.
- Key projects completed during this role:
  - Implementation of an "ELK" (Elastic Search, Logstash, Kibana) stack for centralised storage of Cisco device logs.
  - Integrated Puppet, GLPI, ManageIQ, vSphere, and Azure 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 play books in Ansible for quick turnaround development environments.

**MDS Global**  
*LAE Developer*

January 2008 - September 2014  
*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 in Bash and Python.
  - Took ownership and management of the team's analytical tool servers and software.

**MDS Global**  
*Service Desk Analyst*

May 2005 - January 2008  
*Warrington*

- Worked as part of a shift rota managing incoming customer queries and service requests.
- Performed first-line diagnostic checks and investigation to assist development teams to quickly identify issues.
- 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.

**Halton Borough Council**  
*Desktop First Line Support Officer*

October 2001 - March 2005  
*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**

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**Puppet**  
Puppet Certified Professional 2016.

*July 2017*

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

*September 2012*

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

*October 2001*

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

*June 2000*

## **VOLUNTARY EXPERIENCE**

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### **An Online Gaming Community**

February 2010 - September 2012

*System Administrator / Developer*

- Design, implementation and management of 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.