

PROFESSIONAL SUMMARY

Operations Engineer with experience supporting enterprise and government clients across infrastructure, applications and cloud environments. Experienced in operationalising new products, building automation and improving processes that enhance reliability, efficiency and service delivery. Progressed from end-user support into platform ownership, working across production support, release management and operational improvement initiatives. More recently, involved in evaluating AI-assisted capabilities to improve documentation, automation and operational workflows.

PROFESSIONAL EXPERIENCE

OPERATIONS ENGINEER | Foster Moore | April 2023 - Present

Responsible for the operational management, support, maintenance and release activities of critical infrastructure and applications supporting enterprise and government clients.

Key Achievements

Product Operationalisation & Ownership

- Took full operational ownership of a newly delivered product, establishing support processes, release procedures, monitoring standards and maintenance workflows.
- Designed and implemented automation for deployment pipelines, database operations and patching activities, improving consistency and reducing manual effort across the Operations team.

AI-Assisted Operations Initiative

- Acted as a key stakeholder in the evaluation and rollout of AI-assisted engineering capabilities across the Operations team.
- Identified and tested use cases for documentation generation, scripting, troubleshooting and operational automation, helping establish practical adoption patterns and best practices.

Operational Process Improvement

- Developed and refined operational procedures, technical documentation and change management practices to improve platform reliability and service delivery outcomes.
- Partnered with product, engineering and business stakeholders to deliver releases, resolve production issues and support ongoing platform enhancements.

REMOTE SUPPORT ENGINEER | ELITE BUSINESS SYSTEMS LP | JULY 2021 – APRIL 2023

Provided Level 1-3 infrastructure and end-user support across servers, networking, telephony, backup platforms and business applications.

Key Achievements

- Served as a senior escalation point for complex technical issues across multiple customer environments.
- Managed patching, monitoring and infrastructure alerts to minimise downtime and maintain service reliability.
- Maintained ownership of the service desk queue, consistently ensuring SLA targets were achieved.

FIELD SERVICES ENGINEER | DIGITAL DATA SYSTEMS LTD | AUGUST 2019 – JULY 2020

Provided hands-on infrastructure and end-user support across Mercury Energy's corporate office and fourteen remote generation sites. Supported infrastructure upgrades, device lifecycle programmes and technology refresh initiatives.

SERVICE DESK ENGINEER | DIGITAL DATA SYSTEMS LTD | JULY 2020 – JULY 2021

Provided remote support to Mercury Energy users, resolving incidents and service requests across desktop, application and infrastructure environments.

COMPETENCIES

Infrastructure & Cloud	Automation & Operations
Linux (RHEL, Ubuntu, Amazon Linux, Oracle Linux)	Microsoft Copilot, Claude AI
AWS (EC2, S3, CLI)	Ansible, SaltStack, Terraform
Azure & Microsoft 365	Bash, Python
Active Directory & Entra ID	Jenkins, Git, GitHub, Bitbucket
VMware ESXi, Proxmox, Hyper-V	CI/CD & Release Management
Windows Server	Infrastructure Automation
Applications, Containers & Data	Monitoring & Support
Docker, Podman	Datadog, Zabbix
NGINX, Apache, HAProxy	CrowdStrike, Nessus
PostgreSQL, Oracle Database	Incident Response
Solr, Elasticsearch, RabbitMQ	Patch Management
Java Application Servers (Tomcat, JBoss/WildFly)	Jira, JSM, ServiceNow
WordPress	Confluence, SharePoint

PROFESSIONAL STRENGTHS

Infrastructure Operations • Linux Administration • Cloud Services • Automation & Scripting • Release Management • Technical Documentation • Process Improvement • Troubleshooting • Stakeholder Engagement • Service Delivery

EDUCATION

NATIONAL CERTIFICATE IN BUSINESS - THE SKILLS ORGANISATION

Introduction to Team Leadership - I gained valuable skills that help motivate and lead teams to successfully meet business objectives.

DIPLOMA IN COMPUTER & NETWORK SUPPORT - AMES IT ACADEMY

- Technical Support
- Windows Server Administration
- Network Administration (Cisco)