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>_ Profile Summary

An experienced IT professional from Scotland, with 9 years in IT service delivery, systems administration, and support. Strong background in end-user focussed Linux automation with `bash` scripting and python. Skilled in incident and problem management, root cause analysis, and developing operational and process efficiencies. Ability to balance operational duties and consistently recognized by clients as proactive, a provider of high-quality customer support with a solutions-oriented mindset.

🪶 Experience

Fincore   2023 — 2024

A Sportsbook and Casino Platform provider, with excellent modularity.

🎛 Second-Line App Support Engineer

- Set up a Gitlab pipeline with native runners.
- Automated catalogue of micro-services in Python, with searchable text-output for trouble-shooting, and a LaTeX print-out for showcasing the services.
- Created a local wiki, using `mermaid` for network maps.
- Script-automization of onborading process, significantly reducing training and setup times of new personnel by around 30%.
- Set up Sonar Scanner reports to monitor code quality.

⚠ **Skills:** Helm, Kubernetes, Docker, documentation, `python`, `prometheus`, `grafana`, `git`, `bash` scripting, PGP, `git`, Confluence, Jira, code-coverage.

Support Adventure Ltd.   2017 — 2023

Tech-support white-listing for MSPs.

📑 Testing Suite Systems Administrator

- Created a testing environment for engineers, using `xen` hypervisor. Windows 10 machines were methodically broken, so potential applicants could fix them. This allowed both management and clients to accurately gauge potential contractor performance with realistic scenarios.
- Separated office network from testing platform using Draytek router with pfSense, ensuring the office network remained safe.
- Made documentation platform with Gitlab's Golum-based wikis, ensuring other engineers could take over my duties seamlessly.

⚠ **Skills:** Documentation, Gitlab, `xen` virtualization.

📢 GDPR Consultant

- Helped Support Adventure clients achieve GDPR compliance, such as noting potential violations in US-based cloud providers. Wrote procedures and consulted with clients on compliance and best practices.
- Additional research with and on the ICO, performed to confirm procedures.

- Highlighted procedures which might have become legally problematic after GDPR came into force.

⚠ **Skills:** Compliance and research.

🖥 Front Desk

- Provided detailed escalations to senior engineers.
- Advised on and implemented best-use for a client who was new to IT Glue, while helping with deployment.
- Worked with decision-makers on business-scale technical problems.
- Discovery and on boarding of new clients.
- Successfully evaded ransomware attack (Dharma) and gave detailed write-up to MSP-client.
- Managed Windows server Group Policy, Active Directory, and batch/`pwsh` scripting.

⚠ **Skills:** Active Directory, Office 365, Powershell, triage, security, documentation.

Decentrala   2019 — present

A Belgrade 'hackerspace', which provides email accounts, a chat forum, git servers, and Nextcloud.

- Started documentation, and worked with others to script secure secret-sharing via `git`.
- Training on workflow optimization, understanding shells, software licences, and `vim`.
- General admin tasks, using `lxc` via Proxmox, checking logs, debugging, and establishing workflows for the group.

⚠ **Skills:** Proxmox, monitoring, documentation, `bash`, PGP, `git`.

📄 Academia

2017	**Philozofikon**	First prize at Philozofikon for a speech about the Ontological underpinnings of Sci-Fi.
2016	**Stanford University Online**	Game Theory course completed
2015	**University of Glasgow**	Masters in Logic and Value Theory
2013	**University of Glasgow**	Honours Degree in Philosophy