

PROFILE

Systems and infrastructure engineer with six years across the full stack of an estate: racking and commissioning data centre hardware, building and hardening UNIX and Windows servers from bare metal, and running the virtualisation, SQL Server, firewall and identity layers on top, for global financial services clients where the maintenance window is measured in hours. Led data centre migrations, office relocations and disaster recovery builds across UK, US and APAC time zones, then took that discipline up to the platform layer at the Walt Disney Travel Company, owning a live transport-provider API estate, its releases and its incidents. Track record of measurable operational impact, including a 62% cut in helpdesk resolution time and a 75% reduction in event-day incidents across a 900-till live operation. Now seeking to return to hands-on infrastructure, systems and cloud engineering, bringing the change and release discipline with me.

CERTIFICATIONS

PRINCE2 · IN PROGRESS

AZ-104 AZURE ADMINISTRATOR · IN PROGRESS

RHCSA · IN PROGRESS

TERRAFORM ASSOCIATE · IN PROGRESS

CKA · IN PROGRESS

EXPERIENCE

Technology Systems Executive

AUG 2025 TO JUL 2026

Walt Disney Travel Company (Disney Destinations) · London, UK

- Managed the **SOAP and REST API integrations** for flight, rail (Eurostar, TGV) and self-drive (Le Shuttle, P&O Ferries) transport providers within the middle-layer booking platform behind Disney's travel reservation websites, which sell Walt Disney World, Disneyland Paris and Disney Cruise Line holidays, covering Walt Disney World and Disneyland Paris transport for the UK market and processing thousands of bookings a month.
- Delivered upgrades and changes across established transport provider API integrations, adopting new provider features and implementing changes required for **legal, regulatory and financial compliance**.
- Cut average helpdesk resolution time from **4 to 1.5 business days (a 62% reduction)** by redesigning support workflows, automating manual triage and tightening escalation routes.
- Built cross-functional and vendor governance from scratch, establishing a regular meeting rhythm across **eight internal business functions and eight rotating third-party vendors**, improving alignment and shortening incident response cycles.
- Chaired **three recurring working groups** coordinating release planning, incident review and roadmap alignment between technology, commercial and operations teams in the UK, US and France.
- Consulted with internal teams on new ideas, advising on feasibility and delivery approach while ensuring team budget was spent efficiently.
- Owned **release management end to end**, leading UAT, regression testing, deployment coordination, post-release validation and rollback planning across a monthly minor-release cadence and quarterly major releases.
- Provided second-line support and root cause analysis during high-volume marketing campaigns, coordinating payment gateway, transport and SaaS vendors to deliver fixes without disrupting live bookings.
- Acted as the **escalation point to director level** on critical platform and commercial issues; mentored two junior colleagues and maintained the team's system specifications, integration guides and support runbooks.

Systems & Operations Engineer

JUL 2023 TO AUG 2025

Generic Network Systems LLC · London, UK

- Spearheaded **physical infrastructure deployments**, including racking, installing and commissioning enterprise hardware at local data centres. Led **12+ critical projects**, executing seamless data centre migrations, office relocations and disaster recovery implementations with **zero client downtime** for global financial services clients.
- Provisioned, configured and hardened new physical and virtual servers (**UNIX and Windows**) from the ground up. Architected **Microsoft SQL Server** environments, deploying new instances and implementing strict role-based access controls (RBAC) to secure database infrastructure.
- Operated within a highly technical UNIX and infrastructure team to co-deliver a critical **VMware-to-Proxmox migration** in a 24-hour follow-the-sun setup, saving tens of thousands in per-CPU licensing fees.
- Engineered secure network perimeters by deploying **pfSense and Palo Alto firewalls**, while governing identity and access for **500+ users** across Azure AD (Entra ID) and on-premises AD via strict MFA and conditional access policies.
- Acted as the **senior escalation authority** for clients across UK, US and APAC time zones. Conducted on-site interventions for London-based clients to resolve complex physical and network issues, producing comprehensive SOPs that slashed repeat support loads.
- Owned **UAT and regression testing** for infrastructure and platform changes, defining test plans and signing off go-live readiness with client stakeholders.

IT Support Specialist

JAN 2019 TO JUL 2023

Delaware North · United Kingdom

- Supported a business-critical POS estate of **4,000+ systems across six high-profile sites** (sports stadiums, exhibition centres and transport hubs), where downtime directly impacts event revenue and customer experience.
- Stepped up as **acting technical lead** for a major event when both manager and deputy were unavailable: configured the product catalogue, set up hospitality meal plans, tested 900+ POS tills and absorbed live change requests within three days, resulting in **just five event-day issues against a typical twenty (a 75% reduction)**.
- Built **PowerShell automation that cut manual deployment time by 60%**, standardising installations and reducing human error during network-wide rollouts.
- Administered POS database systems and ran regular asset audits to maintain compliance with company standards and licensing.
- Created technical documentation and end-user guides that improved adoption and reduced repeat support tickets.

EDUCATION

B.Eng. (Hons) Computer Networks & Infrastructure Security

2019 to 2023

FIRST CLASS HONOURS London Metropolitan University · completed alongside full-time employment

BTEC Level 3 Diploma, Information Technology

2015 to 2018

MERIT / MERIT Kingston College

SKILLS

INFRASTRUCTURE & VIRTUALISATION

- Data centre hardware
- Bare-metal server builds
- UNIX & Windows Server
- Server hardening
- Proxmox
- VMware
- Citrix XenApp
- Microsoft SQL Server & RBAC
- Disaster recovery

CLOUD, NETWORK & IDENTITY

- Azure (Entra ID / AD)
- AWS
- GCP
- pfSense
- Palo Alto
- Network security
- Zabbix
- Hybrid migration

AUTOMATION, PLATFORM & SUPPORT

- PowerShell scripting
- Deployment automation
- Runbooks & SOPs
- Incident management
- Root cause analysis
- Platform sustainment
- SOAP & REST API integration
- Technical documentation

CHANGE & RELEASE

- Release management
- Cutover planning
- UAT & regression testing
- Rollback planning
- Regulated change
- Vendor management