Adam Hunter

IT OPERATIONS ENGINEER

Adamhunter.uk

OBJECTIVE

To secure a challenging IT Operations Engineer role where my extensive knowledge and unique experience in innovative infrastructure management, automation, and cross-functional collaboration can be leveraged to optimize system performance, enhance operational efficiency, and support strategic business goals.

EXPERIENCE

IT OPERATIONS ENGINEER, METRIC GAMING

Dec 23 - Current

At Metric Gaming, I worked remotely as part of a diverse team of eight professionals spread across various countries, which honed my ability to collaborate effectively in a global and multicultural setting. I gained hands-on experience in managing containerized applications using Kubernetes and implemented continuous deployment strategies with ArgoCD. My role also involved setting up system monitoring and performance analysis using tools like Grafana and Datadog, which were new to me but quickly became essential to our operations.

Additionally, I was responsible for managing user and device authentication and security through Jump Cloud, as well as administering platforms like Slack, Jira, and Bitbucket. This ensured smooth communication and efficient project management for our remote team. I oversaw user onboarding and offboarding processes, resolved technical issues via Jira tickets, and played a key role in incident management, providing support during both major and minor incidents.

One of my significant contributions was developing scripts to monitor and manage device uptime, which included enforcing reboots after 28 days to maintain system performance. This solution also logged activities on the devices, providing valuable data for maintenance. I further customized this functionality for personal use, integrating it with a self-hosted ntfy server to push notifications, which demonstrated my initiative and technical skills.

CONTACT

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ABOUT ME

Experienced IT Operations Engineer with a proven history at Metric Gaming, adept in ITIL processes, Windows domain controllers, IIS, Google solutions, network administration, and incident management. Demonstrates strong troubleshooting and deployment skills across departments, proficient in using tools like SolarWinds, remote desktop connections, and browser-based environments. Highly skilled in Office 365 and Google Suite, with a proactive approach to continuous learning and professional development. Former Team Leader at Concentrix, with a successful track record in managing and coaching cross-functional teams to achieve goals within SLA timeframes. Possesses extensive experience as an Agent Advisor and POD, with expertise in account management and advanced support. Committed to staying current with technology trends and dedicated to enhancing skills and knowledge.

IT OPERATIONS ENGINEER, G4S

Jun 23 - Dec23

Whilst in this role I have quickly learned ITOP-ITIL processes and improved upon my technical knowledge around Windows domain controllers IIS Google solutions groups networks and admin.
Would own requests and incidents that were escalated from service desk. Work with multitude of departments and areas on solutions to issues and deploy them.
I would also carry out timely checks on various systems and servers utilizing SolarWinds remote access, remote desktop connections and browser based remote desktop environments. This could also include checking various cisco networks diagnosing any issues and passing along major issues to dedicated network team / field engineers. I was also able to use my skills to go above where possible if an issue had a fix I was confident in I would document everything done in the ticketing system to ensure visibility and what has happened to fix the user issue if it helps for future reference.
While I was very confident and fluent in Office 365 applications (power automate, Access, Publisher, Word, Outlook, Admin) I was able to quickly develop the transferable skills to google suite of apps.

In short, I self-managed and ensured essential tasks were completed on schedule and for specific tickets knew when to include extra teams / persons to complete requests and fix incidents in agreed SLA time frames. And continued to self-learn and increase my skill set as I always intended to do.

TEAM LEADER, CONCENTRIX

Sept 21 – Mar 23

- Managed and coached a team of advisors across various departments, including the complaints and Home Move departments.
- Adapted management strategies based on different KPIs and daily tasks, showcasing adaptability in various scenarios.

IT TRIAGE (1ST LINE), CONCENTRIX

Jun 21 – Sept 21

- Experimental Department with my lead we reduced offline time by 50% on a 500 FTE campaign

SUBJECT MATTER EXPERT, CONCENTRIX

May 20 – Jun 21

EDUCATION

One Concentrix TL/Supervisor Academy

Aspiring to Be, CNX UNI

September 2021

Functional Skills Level 2

School

August 2018

- English Language and Literature, 98% pass rate.

Level 3 Diploma in IT Software & Networking

Gateshead College

June 2014

Level 2 Diploma in Software Network Computing

South Tyneside College

June 2013

GCSEs

Mortimer Community College

June 2012

- Science Core + Additional – B, B, PASS
- Math – B

SKILLS

- Fast Learner
- Proficient with Office 365 & Google Tools
- Linux Rhel, Debian, Ubuntu
- Windows / MacOS
- IIS / Apache / Nginx
- Proxmox
- Grafana
- VMware ESXi

CUSTOMER SERVICE AGENT, CONCENTRIX

Mar 20 – May 21

CUSTOMER SERVICE DESK ASSISTANT, TESCO

Sept 14 – Mar 20

- Networks
- Docker
- Jumpcloud
- Time Management

REFERENCES

Fawaz Saumtally, Metric Gaming
IT Operations Manager
07470 032029

Jake Kinsella,
IT Security Auditor
Jake.kinsella@pm.me
07720 955875

Thomas Turnbull, Friend
Dialer Manager
07539 430098

PERSONAL EXPERIENCE

A lot of my skills are developed through Self-Learning with the infrastructure I have set up at home:

3 Enterprise grade Servers and 2 Raspberry Pi, PfSense Router and managed network switches with VLANs and firewall rules, Docker/K8S environment, Linux-based VM Servers and desktop variants and a Local NAS.

I also utilise the cloud AWS, O365, Google Workspace and Jump Cloud which controls users, devices, policies, MDM, software management and SSO via saml2.0 or OIDC. Also, I have 4 domains that I manage via Cloudflare DNS with zero trust application WAF rules and protect certain applications I have hosted behind SSO from Cloudflare.

Combining all this together, has given me no end of possible projects in my last two jobs I created a functional scale model of the work environment so it can be used for testing without any risk of disruption to production, I have my Personal Website Self-Hosted and details of how on the website.

It has also helped me grow and develop a continuous improvement mindset that i also use in my professional career. The first website I self-hosted was from a Virtual Windows Server

using IIS, I then changed to Linux using Apache2 Server and now use Nginx inside a docker image I created to allow me to host my website in my K8S and Docker environments easily.

By having this approach of essentially a HomeLab environment it has allowed me to learn and refine the following skills:
DNS, DDNS, SSL, SSO, Linux RHEL/Debian/Ubuntu, Windows 10/11/Server, MacOS 12/13/14, Docker, GitHub, Jira, Bitbucket, AWS, K8S, Virtualisation, HTML, CSS, Automation through Scripts for Windows Mac and Linux (Bash and PowerShell Mainly), ITIL (both for good practice managing my setup and professionally in my last three positions), Network Management with PfSense as my main router managing DHCP (preparing for change over to KEA backend) VLAN's over multiple Layer 3 Managed Switches all connected through LAG connections to eliminate single points of failure. Custom Firewall rules i.e. my IOT devices can connect to the internet, but they can't open a connection to any other network, but my home automation server can open connections from the Server VLAN to them, MariaDB, centrally managed Anti-virus (personally and professionally), SIEM applications and many more.