

Distinguished IT Manager with over a decade's track record across diverse industries, showcasing robust competency in infrastructure management and digital transformation. Recognized for spearheading innovative IoT solutions for digital advertising, excelling in microservice architecture and leveraging Java for bespoke monitoring. Demonstrated ability to double hardware setup productivity and bolster monitoring capacities. Expertise spans from Linux, AWS, .NET to AI/ML principles and CI/CD pipelines. Accomplished in automating processes, elevating system security, and managing key stakeholders.

## Technical Proficiencies

- Platform:** Linux/Windows, C#/.NET, Java, AWS (EC2/S3/IAM/Blue-Green/Route53), pfSense, VLAN Networking, VPN, DNS, Active Directory, Hyper-V/Xen, DevOps Principles, IoT / 4G Networking, QA/Unit Testing, Automation, Zabbix, Grafana, SolarWinds NetFlow, AI/ML Principles, Microservices, CI/CD Pipelines
- Tools:** PowerShell, Office/Microsoft 365, Salesforce Administration, TrueNAS, Veeam, HCI (Hyper-Converged Infrastructure)
- Others:** Team Leadership, Technological Change, Change Management, Project Management, Digital Transformation, Vendor/Client Management, Helpdesk Support, RMM Tooling, Stakeholder Management

## Professional Experience

### IT Manager | United Solutions

2022 to Present

Commanded a dedicated team of 4, specializing in crafting and upkeeping bespoke IoT billboard solutions. Served as a pivotal third line support for the service desk. Orchestrated regular training regimens, uplifting staff competencies. Forged direct client liaisons, assuring impeccable service standards. Spearheaded Salesforce administration. Delved into Solutions Architecture. Engaged stakeholders proactively, driving noteworthy service advancements.

- Designed & developed a cutting-edge monitoring and maintenance solution using Java and microservice architecture, integrating third-party asset management and service desk ticketing systems.
- Doubled the hardware setup efficiency, elevating capacity from 10 to 20+ units per person daily.
- Implemented innovative processes, vastly improving monitoring, data collection, system security, and asset management.
- Successfully deployed an advanced network/asset monitoring solution harnessing the power of Zabbix, NetFlow, and Grafana.

### Infrastructure Engineer | Ground Control

2021 to 2022

Championed automation initiatives, significantly streamlining 2nd line support desk workflows. Pioneered the automation blueprint for swift device setups benefiting field personnel. Joined forces with DB experts, refining SQL Server migration methodologies. Directed asset management strategies and implementations. Held the reins for disaster recovery frameworks, safeguarding robust backup infrastructures.

# Lewis Smith

- Engineered scripts that realized a ground-breaking 100% automation in provisioning new staff devices, eradicating manual setup.
- Collaborated effectively with DB administrators to innovate and streamline SQL server migration processes.
- Implemented a state-of-the-art DR/Backup infrastructure harnessing the capabilities of TrueNAS and Veeam.
- Pivoted in the deployment of a sophisticated Hyper-Converged Infrastructure (HCI) leveraging Hyper-V.

## Head Of Infrastructure | RE5Q LTD

2019 to 2021

**Orchestrated the expansive software matrix within a hybrid-cloud ecosystem. Governed intricate infrastructure, leveraging microservices spanning on-premises and AWS. Administered on-site databases rooted in bespoke hardware. Engaged dynamically in project evolution, primarily sculpting C# applications. Dabbled in machine learning and Python undertakings. Led two adept engineers, focusing on goal attainment and KPI compliance. Shaped technology decisions, encapsulating hypervisors and surveillance platforms.**

- Spearheaded the implementation of cutting-edge monitoring tools, with a highlight on Zabbix.
- Constructed and launched an RMM server, optimizing remote maintenance capabilities.
- Delved into AI toolsets, focusing on pioneering advancements in News Generation.
- Championed pivotal decisions, markedly steering the technology and systems selection that fortified the organization's technological foundation.

## Additional Experience

### DevOps Engineer | Lanware | 2018 to 2019

Pioneered automation at Lanware using PowerShell, leading audits of software, licenses, and hardware, streamlining VDI provisioning, and enhancing health monitoring systems.

### System Administrator | The Keyholding Company | 2017 to 2018

Transitioned IT services in-house from an outsourced MSP, overseeing on-premises and AWS infrastructure, architecting a high-availability network, and orchestrating new CI/CD pipelines to support developers with fiscal prudence and asset oversight.

### 1st/2nd/3rd Line Support | Gelada Networks | 2014 to 2017

Ascended from first-line to third-line engineer, representing the company on client sites, mastering Office365, PowerShell, networking, Azure, Exchange, AD/Group Policy, DNS, server infrastructure, and SANs.

### Unit Test Analyst | Cerner Corporation | 2013 to 2014

Collaborated with the development team as a test analyst, engaging with solution architects, crafting and implementing test scripts, and conducting rigorous QA testing in controlled environments.