Jonathan G. Stoddart

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London, United Kingdom

Dedicated IT Engineer of over 5 years with a track record of deploying infrastructure, automating tasks and collaborating with stakeholders to deliver projects and support Operations. Has a passion for taking ownership of recurring technical problems to dive deep and provide long-term solutions. Well-versed in system administration and networking technologies including but not limited to Windows Server, DNS, DHCP, routing protocols and Linux. A self starter looking to apply practical experience and academic background to a progressive organisation.

Work Experience

Amazon — *IT Support Engineer*   Sep 2020 - Present

Working as part of a team to provide remote and on-site support, enabling end-users, delivering projects and deploying network infrastructure. Key achievements include:

- Leading 2 pilot site launches as on-site build lead. co-ordinated internal and external stakeholders across multiple teams internationally to implement new operational processes while deploying network infrastructure. Tested and deployed multiple new hardware devices for end-users in externalised network. Achieved the launch of a new warehouse management system in the UK
- Developed and implemented automated a keypad provisioning solution for pack and Pick-to-Rebin station devices using Bash scripting. resulting in a decrease of provisioning time by 90 percent on-site.
- Delivered local projects and co-ordinated build efforts over 10 robotics, sortation, fulfilment, delivery and vendor flex sites
- Reduced carbon footprint across local sites by participating in access switch consolidation, saving thousands of pounds a year in electricity and reducing the environmental impact of IT equipment
- Designed and developed a secure file sharing service for the Amazon Apprenticeship team to work with external provders to analyse survey data using AWS tooling (IAM, S3, Transfer Family, Lambda, Organisations and Secrets Manager).
- Developed Bash scripts to identify physical locations of devices from IP addresses to resolve incidents, decreasing time spent searching for devices by utiling LISP, TCP/IP and ARP protocols on network devices.
- Worked with engineers and technicans to maintain a 95 percent SLA within the busiest site in the UK by ticket volumes and items shipped.
- Co-ordinated with senior leadership, Learning, Safety and Mechanical Engineering teams to deliver local projects which delivered on innovations within the business. Ensured that once projects were delivered, these were documented and SOPs were written in internal wikis.
- Acted as a technical escalation point for IT technicians, providing training and mentoring for incidents and projects outside of their scope.

Xperience Group — *IT Analyst*   Jun 2018 - Sep 2020

Provided users with technical support and guidance, ensured that internal documentation was kept up to date , configured and tested new systems for customers. Key responsibilities included:

- Providing support for 100+ companies across the UK, Australia and Ireland as a team of 4, ensuring first response SLAs were met
- Migrating organisations to Azure and Microsoft 365 from on-premise systems to Azure, ensuring group policy and organisational security is maintained
- Set-up backups of SQL databases, Windows Server and user data using VEEAM abd Windows Backup in conjunction with NAS devices
- Wrote and maintained PowerShell scripts to manage onboarding and offboarding of users into relevant email-groups and active directory objects. Enabled end-users to have access to all relevant IT resources needed when starting based on their job-role

Education

Digital Technology Solutions (Networking pathway) — *Bachelor of Science*   Sep 2022 - June 2024
University of Roehampton   Grade: Expected 1st class (with Honours)
Roehampton, London

Network Engineer — *Level 4*   Sep 2020 - June 2022
QA

Creative Music Technology —   2015 - 2017
Bath Spa University   Grade: HND
Bath, Somerset

Certifications

- AWS Solutions Architect Associate
- AWS SysOps Administrator Associate
- COMPTIA Network+
- Microsoft Endpoint Administrator MD102

skills

System Administration, Windows Server and OS, Linux, Bash, Powershell, Routing Protocols (BGP, LISP, CDP, OSPF) Network administration, Firewalls, Networking Fundamentals, VPN, TCP/IP, Docker, AWS (IAM, VPC, S3, EC2, Lambda, Transfer Family, DynamoDB)

Hobbies and Interests

- Writing, recording and playing music. Produced and played guitar for multiple award winning bands. Have played festivals and venues across the country with airtime on TV and Radio
- Exploring the world, last adventure was an excursion to Taiwan to immerse myself in the culture and the amazing food!
- Hitting the pavements for stress relief or going out on my bike to train for the London to Brighton cycle ride

April 6, 2024