

Jonathan G. STODDART

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Dedicated IT Engineer of over 6 years, specializing in infrastructure deployment, network troubleshooting and technical support. Proven track record resolving problems in complex environments, configuring network and server infrastructure, and delivering on solutions to internal and external stakeholders. Experienced in on-premise and cloud platform management (AWS, Azure), full-stack troubleshooting, and project delivery with a passion for solving challenging technical problems from network, to server, to host.

WORK EXPERIENCE

Verkada — *Senior Technical Support Engineer*

SEP 2024 - PRESENT

Providing full-stack troubleshooting to enterprise customers for cloud-managed security products (Cameras, Alarms, Access Control). Working to resolve customer and stakeholder cases using strong networking, software and hardware knowledge. Act as a key liaison between customers, engineering, and product teams to enhance the platform, key responsibilities include:

- Acting as Subject Matter Expert for Alarms products in the EMEA team. Led the team on all things Alarms by syncing with engineering teams on the newest features, acting as an point of contact for customer case escalations, fielding questions from the support team and developing training material for new engineers
- Performing detailed analysis of packet captures to resolve issues with end-point devices communicating over the internet. Advising customers on firewall and network configuration to enable customers to use our devices over protocols such as TCP/IP, UDP, TLS, HTTP, and RTSP.
- Developed an internal tool for testing Verkada API endpoints, allowing the support team to monitor and test functionality of API Endpoints. Saving time reproducing customer issues and verifying functionality
- Root cause troubleshooting hardware and software issues on end-point Linux devices including cameras, servers, access points and access controllers using Linux troubleshooting techniques. Utilise monitoring and observability platforms like DataDog and Grafana to diagnose and resolve hardware issues and look for patterns across the whole fleet to preemptively spot and raise bugs.
- Assist customers with implementing and troubleshooting Single Sign-On technologies (Azure, Okta) in order to secure their businesses through identity management via SCIM, SAML and OIDC.
- Contributed to the development and maintenance of internal and external knowledge bases. Ensuring accurate and up-to-date information is available for support teams and customers across over 10 articles.
- Assisting customers with the implementation of REST APIs for alerting and streaming. Assist with custom automation for customers looking using the public API to integrate products and features into 3rd party solutions.
- Providing guidance on best practice design, installation and configuration to enterprise clients to ensure successful installations and secure sites.
- Triage, reproduce and file bug reports on behalf of customers to drive resolutions using Linear and JIRA.

Amazon — *IT Operations Engineer*

SEP 2020 - AUG 2024

Provided remote and on-site support to enable operations, deliver projects and deploy network infrastructure and end-user equipment. Notable achievements included:

- Led 2 pilot site launches as on-site build lead. Collaborated with internal and external stakeholders across multiple teams internationally to implement new operational processes while deploying network and server infrastructure. Tested and deployed multiple new hardware devices for end-users in an externalised network. Achieved the launch of a new warehouse management system in the UK on time and under budget.
- Developed and implemented an automated keypad provisioning solution for pack and Pick-to-Rebin stations using Bash scripting, resulting in a decrease of provisioning time by 90 percent on-site. Sharing the work with teams across the UK to save time across multiple fulfilment centres.
- Managed technical projects, network troubleshooting and co-ordination of build efforts over 10 Amazon Robotics, sortation, fulfilment, delivery and vendor flex sites.
- Ensured security best practices were adhered to by maintaining principles of least privilege and end-user devices were compliant with security policy using SCCM and CrowdStrike
- Reduced carbon footprint across local sites by participating in access switch consolidation, saving over £10000 per year in electricity and reducing the environmental impact of IT equipment after a review of device utilisation.
- Independently designed and deployed a secure file sharing server for the Amazon Apprenticeship team to work with external providers to analyse survey data using AWS tooling (CloudFormation, IAM, S3, Transfer Family, Lambda, Organisations and Secrets Manager). Documented the solution for internal and external teams to use, enabling collaboration with 3rd party companies and improved survey solutions.
- Developed Bash scripts to identify physical locations of devices from IP addresses to resolve incidents by utilising LISP, TCP/IP and ARP protocols on network devices. Decreasing time spent searching for physical devices by over 50 percent.
- Worked with engineers and technicians to maintain a 99 percent SLA within the busiest site in the UK by ticket volume and items shipped.
- Co-ordinated with senior leadership, Learning, Safety and Mechanical Engineering teams to deliver local projects which delivered on innovations such as the installation of LPR gates and Monitron projects to detect mechanical faults in conveyance before a breakdown occurs using IOT technologies. Ensured that once projects were delivered, these were documented in knowledge-base articles and SOPs were written in internal wikis for other nodes to utilise.

- Acted as a technical escalation point for IT technicians, providing training and mentoring for incidents and projects outside of their usual duties. Providing additional network, hardware and software troubleshooting knowledge to resolve incidents for customers.

Xperience Group — *IT Analyst*

JUN 2018 - SEP 2020

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

- Migrated organisations to Azure and Microsoft 365 from on-premise systems to Azure, ensuring group policy and organisational security was maintained. Virtualised and migrated customers from physical servers to virtual machines, to improve site reliability.
- Pro-actively monitored internal systems including backup reports, network and device monitoring systems, anti-virus and patch management dashboards and work with clients to ensure infrastructure is efficiently managed and system integrity is maintained.
- Ensured licensing and costs for users within Office 365 for companies remained maintained and up to date, advising stakeholders on the benefits and drawbacks of each product.
- Implemented, configured and launched infrastructure services such as managed backups, Windows Server, and Microsoft Exchange across the IT workspace to support production environments
- Authored PowerShell scripts to manage and automate user lifecycle within Exchange and Active Directory.

SKILLS

- System Engineering: Linux, Windows Server, Bash, PowerShell, CLI Tools
- Network Administration: Wireshark capture analysis, Cisco Configuration, Firewall configuration (Cisco, Juniper), Routing Protocols, ACLs and Ethernet Switching
- Network Fundamentals: TCP/IP, HTTPS, VPN, DHCP, DNS, SSH, POE, VLAN/subnetting,
- AWS: IAM, VPC, S3, EC2, CloudFormation, Lambda, DynamoDB, Athena
- Log Analysis and observability: Chrome Devtools, DataDog log tracing, bug writing, SQL querying, Opensearch, Grafana

EDUCATION

Digital Technology Solutions (Networking pathway) — *Bachelor of Science*

2022 - 2024

University of Roehampton
Roehampton, London

Grade: 1st class (with Honours)

Creative Music Technology —

2015 - 2017

Bath Spa University
Bath, Somerset

Grade: HND

CERTIFICATIONS

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

HOBBIES, INTERESTS AND PERSONAL PROJECTS

- 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 commuting on my bike to work, training for races and events in London
- AWS Cloud Resume Challenge: Designed, built and deployed my website <https://graye.co.uk/> to showcase my CV and learn more about AWS following the achievements of my AWS Solutions architect Associate and SysOps administration certificates. Learned how to use Terraform and Github Actions to have a CI/CD pipeline for code updates.

March 6, 2026