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Profile

A commercially focussed and highly-technical IT professional with over 20 years' experience designing, implementing and supporting a broad range of IT systems. Technical specialties include native and hybrid cloud architectures; DevOps automation, security, networking, enterprise storage and complex fault resolution.

An experienced technical leader; comfortable in situations ranging from technical mentoring & solutions design, through to presenting at an executive level. Maintains an ongoing interest and skill-set in emerging technologies such as blockchain and compute-at-the-edge (fog computing).

Experienced in initiating and managing large scale change within organisations including ITIL implementations (issue, problem and change management), DevOps, automation and serverless event driven architectures. This has included identification of appropriate proof of concept implementations and training or knowledge transfer to key teams and individuals.

Technical and Professional Competencies

Platforms

Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), VMWare 5/5.5/6, Microsoft Hyper-V 2008/2012, Exchange 2013/10/07, Office 365 (O365), Microsoft SQL Server, MySQL, Lync 2013 & Enterprise voice, Windows Clustering, Microsoft Operations Manager (SCOM), Configuration Manager (SCCM), Service Manager (SCSM) Distributed File System (DFS), Storage Spaces, XenApp, XenDesktop, Amazon Workspaces, Windows Deployment Services (WDS), Windows Server, Linux (various), macOS(All)

Storage & Data Networking

HP EVA, EMC VNX & VNXE, DELL SANs, Fibre Channel (FC), iSCSI, Brocade FC Fabric, NFS, MPIO & Performance Optimisation, IPSEC, SSL VPN, PPTP VPN, OpenVPN, L2/3 Switching, Routing (LAN/WAN), Cisco ASA, Sophos UTM, Firewall L3-7 Filtering.

Concepts

ITIL, Incident, Problem, Change and Event Management, Penetration testing, Security audits and reviews, Disaster Recovery/BCP planning, RPO & RTO Improvements, Technical Presales, Solutions Design, Technical Documentation, DevOps, Continual Integration (CI) and Service Orientated Architecture (SOA). Event-driven & serverless architectures, blockchain and cloud at the edge (fog) computing. Appropriate use of cloud service models and related change within organisations (IAAS, FAAS, CAAS, DBAAS, PAAS, SAAS).

Languages & Tools

SQL, PowerShell, Ruby, Perl, Python, NodeJS, Chef, Puppet, Docker, Ansible, Jenkins, Bamboo

Academic & Industry Qualifications

Amazon	AWS	Amazon Certified Advanced Networking, Security & Big Data – Specialty	2017/18
		Amazon Certified Solutions Architect & DEVOPS Engineer - Professional	2015
		Amazon Certified SysOps, Developer, Solutions Architect Associate.	2014
Citrix	CCA	Citrix Certified Administrator - XenApp 6.5	July 2012
Linux	Multiple	LPIC-1 Linux Certified Professional, CompTIA Linux+, SUSE Certified Admin	2015
Microsoft	MCSE	Server Infrastructure, MCSE Private Cloud, MCSE Communications	2013,2015
	MCSA	Microsoft Certified Solutions Associate - Windows Server 2008 & 2012	2012
VMWare	VCP-DV	VMWare Certified Professional 5 & 5.5 – DataCenter Virtualisation	Oct 2014
APM	Prince2	Prince 2 Foundation Certificate in Project Management	2008
ISEB	ITIL v3	ITIL v3 Foundation	2008
SHU	BSc (Hons)	Bachelor of Science Software Engineering - 1st Class Honours (Computing)	2001

Career History

Director, Cantrill Consulting, Dec 2016 – Present

An Independent technical training and consultancy business, with key specialties in security, networking, cloud, automation (infrastructure and SDN), and blockchain.

- Assisted with two serverless architecture conferences - 'Serverlessconf – London 2016' and 'Serverlessconf – Austin 2017'.
- Produced and operated an in-person 'Event Driven Security' workshop, teaching real-time security defence and remediation techniques using Lambda, FaaS and other event-driven products.
- Produced an AWS Solutions Architect Professional accelerated learning programme for Accenture.
- Produced four highly regarded technical courses sold via the A Cloud Guru marketplace (*see below*)

Trainer and Course Creator, A Cloud Guru, Home Working, Dec 2015 – Nov 2017

Independent content creator for a global training organisation specialising in cloud and related technologies.

- Authored - Certified DevOps engineer - Professional
- Authored - Advanced Networking - Specialty
- Authored - Dynamo DB from Beginner to Pro (Deep Dive)
- Authored - Advanced Cloud Formation
- Produced AWS quality Exam / Certification questions for practice exams.
- Assisted with community-building, moderation & student technical questions.

DynamoDB deep-dive course was personally recommended by the AWS DynamoDB product lead and used internally within AWS for training.

Senior Cloud Solutions Engineer, Bulletproof, Home Working, April 2016 – Sep' 2016

Senior design and implementation engineer for an AWS premier partner, Bulletproof. The role spanned Bulletproof's entire client base, with a focus on AWS project delivery within a national groceries retailer operating within a formal ITIL environment. Major deliverables and achievements include: -

- Achieved cost savings varying month-to-month of between $90,000 and $120,000 p/m for a major Australian food retailer.
- Developed Serverless automation products to power off a subset of the environment out-of-hours. Re-architected technical components and/or migrated to more cost-effective products across environment tiers.
- Migrated a number of *large scale* loyalty card databases to AWS' new managed database platform 'Aurora'. Achieved 3x performance benefits, along with ~$45,000 p/m cost reductions and high-availability benefits.
- Migrated a large SAP:Hybris web store from private cloud hosting into AWS. Achieved significant performance, availability and cost improvements as a result. Designed bespoke tooling to allow automated provisioning and scaling of a traditionally 'cloud-hostile' application.
- Integrated CloudFormation & Jenkins based infrastructure automation with the businesses existing change management system to improve change process and allow strict post implementation reviews.

Solutions Architect, Idea 11 Pty Ltd, Brisbane, September 2015 – April 2016

AWS lead engineer, practice lead & IT architect at a Brisbane based IT provider. Idea 11 offers managed services, project implementation, solutions architecture and DEVOPS consultancy services to businesses across Australia. The role had a heavy AWS focus but included exposure to other technologies such as Azure, traditional/hybrid infrastructure and large scale DEVOPS/Automation platforms and architectures.

- Led the creation of an AWS managed and project service component of the business. Worked with AWS to establish idea 11 as a respected partner and services reseller. Established stable relationships with several key sales, partner and business development contacts within the ANZ division of AWS.
- Designed Idea 11's 'Managed AWS Cloud' support products including technical, business process, marketing and commercial elements.
- Led the solutions design and pre-sales process on four major client acquisitions, Aurion HR, BHP Coal, Temando and WATPAC. Responsible for the end-to-end process including initial presales and client meetings, tender review and response, technical solutions design and eventual on-boarding and technical implementation.
- Drove significant cloud and DevOps adoption within Watpac and BHP Coal – both organisations who traditionally didn't use any cloud or automation platforms.
- Helped establish a culture of continuous learning and development within the company. Mentored and assisted four staff members obtain a total of 11 AWS certifications during my time at the company.
- Migrated a development, QA and deployment pipeline from an inefficient on-premises architecture to AWS. 'Commit-to-QA' timescales reduced by 96% by moving the business to a full CI/CD/One build per commit workflow using cloud formation. Re-architected build process from windows, to Linux + Bamboo + Spot instances, reducing application build time from **2+ hours to 12 minutes**.
- Developed, Serverless Lambda functions to orchestrate customer on-boarding, security framework compliance and AWS native backups of client infrastructure.
- Developed a set of Serverless lambda functions extending the capabilities of AWS' automation product, cloud formation. These functions were used as part of the Idea 11 managed cloud product.
- Designed an AWS solution for an API driven middleware logistics company with a sub 300ms response SLA with major Australian, American and European retailers. Solution included automated deployment and lambda backed logic for intelligence during deployment process.

Solutions Architect, Ordyss PTY LTD, Brisbane, October 2011 – September 2015

Technical Lead at a Managed Services Provider (MSP) providing operational support, project implementation and solutions architecture to over 6,000 seats across a diverse client portfolio. A technical hands-on role responsible for overall technical architecture, management, mentoring and technical escalations within the business.

Key Achievements and deliverables include: -

- Successfully delivered over 55 internal and client projects within strict budget, time and quality requirements. My duties included statements of work and initial client engagement.
- Managed the growth of the Ordyss technical team from an initial single System Administrator to a team of eleven senior technical and project engineers. Developed and managed an aggressive IT development, mentoring and certification plan resulting in over 30 industry certifications and a significant improvement to Ordyss' vendor partnership levels.
- Implemented a full change management structure and Co-Developed and implemented a WIKI based technical documentation system resolving ongoing knowledge siloing problems. Championed the migration of internal communications to 'Slack' providing improvements to cross team relations.
- Created the AWS/Public cloud practice within Ordyss, gaining vendor partnership, 5 certified engineers and 12 (Azure/AWS) certifications across the group within 6 months.
- Pioneered the adoption of public cloud technologies, including IAAS, PAAS, SAAS across the Ordyss existing client base and new opportunities.
- Saved clients an average of $5,000 p/m via AWS and Azure cost optimisation work. This focussed on IAAS components but also provided advice on application services which were being incorrectly used.

- Delivered OPEX reductions of $10,000 p/m and avoided a $150,000 infrastructure refresh for a major client via a data center to AWS migration project. The work involved Windows and Linux technologies and relocated over 60 servers and associated core infrastructure into AWS over a three-week period.
- Implemented two major MS system centre installations at major clients, totalling 4,000 seats. Both projects covered the full set of products - Service Manager, Operations Manager, Configuration Manager and Virtual machine manager.
- Delivered an average 50% reduction in IT operational costs, together with 100% uptime over 12 months to a number of clients by migrating their key desktop and application systems to a hosted environment. Designed and implemented the Ordyss Desktop-as-a-service (ORDaaS) platform using VMWare 5, RDS 2008 and Citrix XenApp 6.5.
- Designed and implemented a full IT platform migration for a [ASX listed business](#) cumulating in an extensive data center and private cloud migration project. Project provided significant reliability and resilience enhancements and has experienced zero unscheduled outages since implementation.
- Designed and implemented some of Australia's earliest and at the time among Queensland's biggest O365 deployments. Performed several 1,000-seat enterprise style Hybrid deployments, involving large, highly available federation, DirSync and SSO infrastructure components. Selected to be one of the earliest Australian members of the Microsoft cloud accelerate program.

Infrastructure Team Leader, [Uniting Care Health](#), Brisbane, May 2011 – October 2011

Team leader for a corporate and medical infrastructure team, providing support, project delivery and consultancy to six major hospitals throughout Queensland. Technical responsibility included enterprise storage, security, virtualisation and a large Citrix XenApp 6 platform. Designed improvements for, and managed service provision in a 99.999% uptime segregated medical network.

Systems architecture designed to allow upgrades and maintenance within business hours without customer impact. Managed my team using strict ITIL frameworks and supported a 'life critical' 'always-on' IT platform.

- Delivered a $700,000 disaster recovery rollout which including the provision of a redundant failover network, virtualisation and EMC VNX storage array. The project was designed with medical applications in mind and included synchronous data replication between two metropolitan sites and automated self-correcting failover.
- Improved user density within the 3,000 session XenApp platform via adjustments to VM CPU and Memory allocation. Conducted a detailed performance analysis which together with the above allowed a 30% growth without hardware expansion. Implemented significant improvements to underlying storage performance via implementation of Citrix profile manager.
- Improved user satisfaction during peak logon periods by re-implementing of Citrix Profile Manager and adding tweaks to profile redirection. Achieved reductions to storage latency during the logon process by 20-30ms, along with a decrease to average logon times from 2 minutes to 30 seconds.
- Implemented automated deployment and testing of Cerner & medical system upgrades, reducing outage times by 25% and staffing requirements during the upgrade process by 50%.
- Performed a full audit of perimeter and DMZ firewall devices and rules across the organisation. Improved ongoing manageability via rule consolidation, reducing the total rules from over 300 to 100. Tuned existing rules to implement best practice segregation of DMZ and Internal hosts.

Work Entitlement

UK and Australian Dual Citizen

Pre-2011 Work History, Recommendations & References

Further employment details including full work history and references/recommendations can be found on my LinkedIn profile at https://au.linkedin.com/in/adriancantrill