

ROBK

DevOps Engineer

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CAREER SUMMARY

Results-driven IT professional with 15+ years of experience building, automating, and supporting secure, PCI-compliant hybrid infrastructures across AWS Cloud and on-prem environments. Building and supporting credit and debit card payment processing platforms, delivering robust IT solutions trusted by leading international banks and financial institutions.

Adept at leveraging Terraform, Ansible, and CI/CD pipelines to deliver resilient, scalable systems that reduce risk and accelerate delivery. Skilled in Linux, Windows Server, and DevOps tooling, with a proven track record of leading complex projects, mentoring teams, and embedding Agile practices to improve collaboration and transparency.

Incorporates AI-assisted engineering (Copilot, Claude) to refine code, streamline documentation, and accelerate troubleshooting.

SKILLS

CLOUD & INFRASTRUCTURE

- AWS: VPC, EC2, Auto Scaling Groups, Launch Templates, Security Groups, ALB, ACM, Route53, Elastic IP, DynamoDB, S3, IAM, KMS, Secrets Manager, Parameter Store
- Hybrid infrastructure builds and support (AWS Cloud + on-prem)

AUTOMATION & CONFIGURATION MANAGEMENT

- Terraform: modular, environment driven infrastructure provisioning across AWS
- Ansible: OS baseline configuration, system hardening, and application provisioning for Windows and Linux at scale

CI/CD & DEVOPS TOOLING

- GitHub Actions, AWS CodePipeline / CodeBuild
- Git, GitHub, Bitbucket for version control and CI/CD workflows

AI-ASSISTED ENGINEERING & PRODUCTIVITY

- AI augmented code reviews (Copilot, Claude) to improve clarity, catch edge cases, and strengthen PR quality
- AI supported optimisation of Terraform, Ansible, and CI/CD workflows to reduce duplication and enforce consistent patterns
- Automated generation and refinement of documentation, runbooks, and PR summaries
- AI-driven troubleshooting by synthesising logs, errors, and configuration diffs to accelerate root-cause analysis

COLLABORATION & PROJECT MANAGEMENT

- Agile delivery: iterative planning, workload transparency, cross team collaboration
- Jira, Confluence, SharePoint: documentation and team enablement
- ITIL framework familiarity

SYSTEMS & PLATFORMS

- Windows Server, Linux, and a broad range of DevOps tooling and practices

PROFESSIONAL EXPERIENCE

DEVOPS ENGINEER | Global Payments

July 2022 - Sept 2025

- Built multi-AZ VPC architectures using modular Terraform, with reusable subnet, routing, and output patterns enabling scalable, repeatable environments
- Implemented tiered Security Group models for public, private, database, and load balancer layers, enforcing strict SG to SG ingress/egress controls
- Automated ALB, ACM, and Route 53 integration to deliver fully automated TLS termination and DNS management across environments
- Deployed Auto Scaling Groups with bespoke launch templates and target tracking policies to ensure consistent performance and cost-efficient scaling
- Defined ASG sizing standards across environments, enforcing minimal capacity in dev/test and production-grade scaling in Prod to balance performance and cost
- Developed GitHub Actions CI/CD pipelines using OIDC based authentication, with IAM trust policies restricted to specific repositories, branches, and environments
- Engineered a GitHub Actions pipeline to provision Terraform infrastructure across multiple AWS regions, using environment specific configuration to ensure consistent, gated deployments
- Implemented tagging standards, lifecycle policies, and periodic rightsizing/RI reviews to improve cost control, governance, and resource hygiene
- Championed Agile adoption, improving delivery transparency and collaboration across distributed engineering teams
- Led bootcamps and knowledge transfer sessions, mentoring engineers in DevOps practices, cloud fundamentals, and Agile delivery
- Authored standards and documentation to ensure reproducibility, support automation, and enable smooth project transitions

SENIOR SYSTEMS ADMINISTRATOR | TSYS

Sept 2009 - July 2022

- Leveraged Ansible to automate a complex, large-scale credit card management platform deployment, slashing deployment time from 120 hours to just 4
- Used PowerShell to automate a large-scale fraud prevention platform installation process, cutting installation time dramatically - on par with previous Ansible-based results
- Developed PoC Ansible use cases to automate delivery process within Wintel and Linux teams
- Collaborated with Information Security teams to proactively identify and remediate system vulnerabilities
- Involved in testing / improving / documenting Disaster Recovery plans
- Knowledge transfer to other teams / team members - very well received and recognized
- Designed and implemented Business Process Monitoring for synthetic application monitoring and Load Testing
- Established standards for BPM solutions, improving observability and proactive issue detection
- Architected and deployed multi-institution, multi-currency payment infrastructure from scratch in UK datacenter
- Documented complex architecture extensively, enabling support, design, and delivery teams to operate confidently
- Introduced Agile methodology across teams, improving collaboration and delivery of a demanding, multi-team project
- Laid groundwork for future automation and continuous improvement through reusable documentation and standards

CERTIFICATION & TRAINING

- AWS Certified Cloud Practitioner - Verified credential
- HashiCorp Terraform Associate (003) - Verified credential
- AWS Certified Solutions Architect - Associate - In Progress (expected completion 2026)