

Ellea Glover

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Objective:

Dedicated and certified Cloud Engineer with 6 years of experience in managing, troubleshooting, and monitoring dedicated and cloud-based solutions. Seeking to leverage my expertise in AWS/Azure, CCNA, security and containers to contribute to a dynamic IT team and drive innovation in cloud technologies.

Professional Experience:

Technical Support Agent - Krystal - Remote - June 2023 to now.

- Primary responsibilities consist of managing the ticket queue across all technical departments, conversion with clients via live chat and answering phone calls.
- The systems operate on Linux (CentOS/Cloudlinux/Almalinux) and use cPanel as the hosting platform with Litespeed as their web server.
- On a daily basis I will:
 - Troubleshoot site/CMS issues via cPanel and SSH.
 - Optimise websites.
 - Complete backups and restorations.
 - Troubleshoot email(POP/IMAP/SMTP)/email client issues.
 - Complete DNS changes.
 - Troubleshoot systems for shared servers and customers.
 - Complete migrations from external and internal systems.
- Krystal has created their own virtual platform. I regularly work with this to install images, complete disk changes, configure networks etc.

Technical Support to Technical Team Leader - iomart - St Asaph - Sept 2018 to June 2023

- I started this employment as a 1st Line Engineer to a 2nd Line Engineer and finished as a Technical Team Leader. This is where I have developed most of my IT skills.
- There was a wider variety of systems here to work with, including Windows and Exchange. The Linux systems ran Apache or Litespeed as their web servers.
- On a daily basis I would:
 - Complete dedicated server builds and configure their network.
 - Administer and configure Microsoft365 licences.
 - People management.
 - Monthly statistics meetings.
 - Internal Knowledge Base article creation.
 - Project Management.
 - Customer Service Management.
 - As well as all previously mentioned tasks.

- The virtualisation platform in use was OnApp and completed much the same work as mentioned above.

Education:

- BTEC Level 3 Diploma - Professional Competence for IT and Telecoms Professionals
- BTEC Level 3 Diploma - ICT Systems and Principles
- Part-time Studying with Open University - IT and Electrical Engineering.
- CCNA 01 - 03: College based course, currently studying 02.
- AWS CCP certified.
- Ethical Hacking course.
- Docker and Kubernetes course.

Skills:

- Cloud Platforms: AWS, OnApp, Katapult.
- Programming Languages: Python.
- Containers and Orchestration: Docker, Kubernetes.
- Networking: Knowledge of VPCs, CCNA.
- Security: IAM, Encryption, WAF, Firewalls, Imunify360, BitNinja.

Projects:

Simple Website - WIP

- This website was created in an AWS environment and then gradually expanded.
- This is a completely personal project to showcase my own abilities and to manage my family domain.
- You can see different tools and projects I have created by navigating the site.

<https://ec2-project.sylveon.me>

On-Premise Exchange > Microsoft365 Migration - 2023

- I helped organise the migration and test the Powershell script we created to migrate clients' Exchange Organisations and users data to appropriate M365 licences.

References:

2x Available upon request.