

Robert Glonek - Curriculum Vitae

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About Me

With over 10 years in the IT industry and an early adopter of technology, I am a self-motivated, personable and experienced sales, technical and security professional.

For me, IT is more than just a job or hobby. I believe technology is an enabler and I enjoy solving everyday issues and bespoke problems with unique outside of the box thinking. I thrive on making the impossible possible and provide a professional and measured approach to my work, often thinking ahead and pre-empting pitfalls whilst thinking about process, availability and security.

Having undertaken a variety of roles throughout the years, I can understand complex customer environments and provide a measured and well thought out solution to all aspects of the infrastructure and IT lifecycle. I am able to communicate with all levels, from the non-technical to developers, sales and C-Level executives on all aspects of a project or issue.

I am extremely customer-focused, with my customers' needs being put first. I always go the extra mile to ensure customers feel cared for and understood. In my role, I am not only working for my employer, I am also working for my customers. Within my limits (and sometimes beyond) I will ensure that the customer gets everything they require to ensure the WOW factor - simply "satisfied" is not enough.

I am very well spoken and easy going, making friends with my peers and colleagues. As I understand the business needs and flow, my team leadership skills have been praised by both my management and my team. My deep technical knowledge joined with my people-skills make me extremely good at managing employees and ensuring they exell in performance while being very happy to work for the better of the business.

Technical Experience

- Automation Architect, Consultant (python, boto3, Jenkins)
- Linux Specialist (Ubuntu, Redhat, FreeBSD)
- Windows and Exchange troubleshooting experience (all versions)
- Deep understanding of Windows 2003, exchange, IIS, MSSQL and AD
- Automation, virtualization and cloud computing (Juju, Chef, Puppet, KVM, LXC, Docker Jenkins, Openstack, AWS, VMWare)
- Networking (iptables, iproute2, openvswitch, VLANs, linux-bridge)

- LAMP – Linux, Apache2, MySQL, PHP
- Linux & Windows - DNS, DHCP, VPN, FTP, VLAN, firewall
- Linux Shell Scripting, HTML/PHP/MySQL Programming, linux C
- Assembler for x86 architecture (8086-80386), Visual C++ 6.0
- Sendmail, Dovecot/Courier IMAP, Postfix, spamassassin, clamav, amavis
- SSH, Tunneling, Proxy, RDP, VNC, Routing, load balancing
- Salesforce, Sharepoint, Remedy, TeamTrack

Training & Certifications

- SC security cleared
- Situational Leadership II
- IPSEC, GRE and CCNA courses
- ITIL V3 (Incident and Change Management)
- Coaching for Performance
- LeadON (IT Leadership Course)
- Cultural Awareness Training

Professional Experience

Best Method Limited – Director, Architect, Developer

01/2015 – present

Developing automation and security for clients, such as Barclays and Cisco

- Automating cloud deployments
- Automating security deployment on cloud virtualization
- Designing Cloud automation architecture and evaluating supplier products
- Providing pre-sales and post-sales expertise to customers and partners on Openstack/AWS deployment, usage and Agile development.
- Provide training, demos and technical resources for development and application migration
- Work closely with the sales and Operations teams to deliver solutions to customers
- Provide post-sales consultancy to partners and customers on Agile development, containers (LXC/LXD/Docker) and use of automation tools, such as Jenkins, puppet, python+boto3+flask and chef
- Develop training videos and manuals for the use of environments and automation tools

Canonical Ltd (London, UK) - Senior TAM, Deployment Consultant

10/11/2013 - 01/2015

Providing Pre and post sales to customers by providing consultancy, design and deploy services for Ubuntu, automation and cloud services (MAAS, Juju, OpenStack) as well as providing 3rd line support and project management.

- Provide pre-sales site visit to understand plans and requirements
- Consulting on bespoke designs, installation and deployment plans
- Ensure smooth service and product delivery to meet customer expectations
- Provide yearly reviews for capacity planning and infrastructure improvements
- Identify and provide sales leads base on customer reviews
- Provide 1st-3rd line support to top-tier customers, ensuring 100% satisfaction
- Technologies used are a wide range of software included with Ubuntu and in Ubuntu repositories, including server and desktop packages

Trend Micro (Marlow UK) - Diamond Technical Account Manager

06/2011 - 11/2013

Design, deploy and support Trend's security solutions to their largest enterprise and public sector customers, focusing primarily on NHS projects

- Provide 24x7 3rd line onsite support as well as design, test and deploy custom scripts and applications to enhance product quality, accuracy and reliability.
- Providing regular updates and performance testing to ensure customer satisfaction on service delivery
- Troubleshoot software issues to ensure customers' SLAs are met. Follow through from service restoral, to root cause analysis as well as bug fixes, feature requests and major/minor product updates
- Provide regular roadmaps to customers whilst liaising with sales and technical managers to identify opportunities for upselling
- Provide stakeholder updates to customers and customers' customers on issues, upgrades and current system status, including Architects, Engineers, Managers, Directors and Shareholders
- Technologies used include: linux, postfix, apache2, IIS, Windows 2007, proprietary Trend Micro software, iptables, ebtables

Research In Motion (BlackBerry) (Slough UK) - Linux Administrator & Team Lead

02/2008 - 05/2011

Technically lead a team of 10 to support the BlackBerry infrastructure, handle incidents and implement new software versions and changes, while communicating effectively with network operators' NOCs

- Unix Administrator in a 24/7 NOC environment supporting over 25'000 Linux (RedHat, SuSE, Ubuntu, LFS) and windows servers (with VMWare ESXi) on around 8'000 physical hosts globally
- Installing and configuring Linux and Windows servers
- Wrote custom monitoring and automation tasks for reporting in PHP, Perl and shell scripts
- Configuring and maintaining Cisco IronPorts, Apache2, MySQL, PHP, Postfix and proprietary BlackBerry services
- Maintain network infrastructure with iproute2 on Linux routers and cisco routers, cisco PIX firewalls
- Monitoring the BlackBerry infrastructure and responding to any anomalies in order to meet the SLAs
- Installing and maintaining IBM BladeCenter and blades
- Deploying new servers in remote and on-site datacentres
- Installing and maintaining the BlackBerry Enterprise Server (BES) for approx. 400 hundred test devices to monitor the production environment
- Monitoring of the infrastructure using EMC2 SMARTS, BigBrother, Cacti, Nagios and bespoke BlackBerry monitoring solutions
- Monitor and troubleshoot over 500 IPSec VPN connections

Purelygadgets Ltd (London, UK) - Systems Administrator & Lead Developer

11/2006 - 02/2008

Supporting internal servers and network for the company mission-critical ecommerce web site and call-centre infrastructure.

- Manage Linux servers and services, some of which are Apache2, PHP, MySQL, Postfix, vsftpd, proftpd, iptables, squidguard, OpenVPN, pptp vpn, BIND9
- Manage mission-critical web servers hosting company ecommerce site (Apache, PHP, MySQL, database management, backups, disaster recovery, integrity checks)
- Manage Windows servers (IIS, Exchange, Active Directory, CRM, sharepoint, DNS, PPTP VPN)
- Maintain system virtualization and isolation using VMWare Server and OpenVZ
- Setup and cable new offices (servers, network, WLAN, racks, desktops)
- Manage and support company computers, network and PBX
- Lead PHP development projects, develop and code in PHP/MySQL

- Create and implement software projects to improve employees' performance
- Implementing payment gateways and fraud-control (protx, bibit, HSBC)

Wimbledon Publishing Co. (London UK) - IT Administrator

07/2005 - 11/2006

Server installation, implementation, maintenance and troubleshooting of Windows 2003 and Linux Servers.

- Desktop Support for 10 local users and 40 remote office workers
- Maintaining VMWare servers (Windows and Linux) & managing backups
- Providing server/network/application documentation
- Updating company website