

ANTHONY ROBERTS

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CAREER PROFILE:

I am a lead Infrastructure Engineer with 9 years of experience implementing Information Technology solutions for Fortune 500 companies in the technology and talent management space. Identified and bridged gaps in hybrid infrastructure environments consisting of Windows, Apple and Linux platforms which increased efficiencies by 45%. I have been in charge of on-prem systems and hardware in the range of £100,000 to £2 million in value including team sizes from 5 - 25 people and user base from 10 - 5,000.

Core competencies include infrastructure design and management in Windows, Linux (Ubuntu, CentOS), & Apple (XServe, Mac OSX), Cloud Computing (Azure, AWS, Lambda), Computer Networking (TCP/IP, Switches, DNS/DHCP, Active Directory, AFS), Full Stack Developer (Web, HTML, CSS, .Net, Java, JavaScript, Python, PHP, WordPress), Virtual Computing (VMWare, VirtualBox, Citrix), Data Analysis (SAS, SSRS, SPSS, SSAS, DTS, ETL), Troubleshooting and Service Desk, Systems optimisation, Project scoping & Management.

CAREER HIGHLIGHTS:

- Optimised an in-house talent booking system by designing and implementing processes that reduced the booking times by 50% saving the company 37 hours per week and over £500,000 per year.
- Designed an in-house database behind a proprietary Talent Management system saving the company £345,000.
- Raised customer satisfaction 33% by designing and implementing processes that resolved customer issues during appointments by 50% and saving the company £Millions per year.
- Developed technical strategies to streamline technologies using Microsoft Teams, Slack and Notion Workspaces in a few companies. This helped streamline processes and automated repetitive tasks making sure times are spent more productively.
- Trained over 250 Technicians at Apple and Mentored around 30% of them over time.

PROFESSIONAL EXPERIENCE:

Orlando John Agency

Oct 2019 – Present

A Talent Management Agency responsible for global talents in the entertainment and sports industry.

Lead Infrastructure & Data Engineer

- Optimised the in-house talent booking system by designing and implementing processes that reduced the booking times by 50% saving the company 37 hours a week and over £500,000 per year in revenue.
- Designed the in-house database behind a proprietary Talent Management system saving the company £345,000.
- Manage a hybrid infrastructure consisting of Apple, Linux (Ubuntu, CentOS) & Windows Servers
- Strengthened Networking capabilities by implementing TCP/IP networking fundamentals including Apple File System (AFS), Windows Server, DNS/DHCP, Active Directory (AD).
- Server administration: Monthly security updates on windows servers using Batch patch.
- Manage backup system via Backup Exec.
- Implemented a system monitoring strategy using PRTG Monitoring tool that helped mitigate risks and prevented downtimes, thus increasing productivity by over 30%.
- Responsible for creating & managing contract registers, commercial pipelines and other forms of data.
- Database administration: SQL, MySQL, SQL Management Studio, Microsoft Excel.

- Web Development: Designed, Built & maintains company's website using HTML, CSS, JavaScript, PHP & WordPress.

TRAVEL

Mar 2019 - Oct 2019

Spent a few months going around the globe.

RE:SOURCES UK

Feb 2017 - Mar 2019

Managed Services Company for global digital companies like Saatchi & Saatchi, DigiTAS, Spindrfit & Publicis Groupe.

Infrastructure Analyst /Engineer

- Transformed the IT infrastructure security by implementing ITIL, PCI & DSS frameworks.
- Virtual computing: Work daily in VMWare & VirtualBox environments.
- Cloud Computing: Work daily in AWS Athena, Lambda Functions, AWS Glue and Azure Synapse.
- Hybrid computing: Lead on maintaining Apple, Linux (Ubuntu, CentOS) & Windows Servers.
- Network administration: TCP/IP, Switching, DNS/DHCP, Active Directory (AD), Security role policies.
- System backups using NetBackup, Backup Exec, Quantum StoreNEXT, NAS/SAN & tape libraries.
- System Monitoring with PRTG, SolarWinds, monthly patches (Batch Patch) & deployments.
- System Migration & Integration: Migrated & Integrated over 120 systems.
- Streamlining: Developed technical strategies to streamline technologies using Microsoft Teams, Slack and Notion Workspaces.
- Database administration: SQL, MySQL, SQL Management Studio, Microsoft Excel & Oracle.

SPINDRIFT

Dec 2014 - Feb 2017

Leader in the Digital UI/UX Design Space primarily in Oracle platforms

Senior Systems Engineer

- System administration on critical Windows, Apple & Linux (Ubuntu, CentOS) infrastructures including software, hardware, system optimisation and networking.
- 2nd and 3rd line support for Linux/Unix, Mac OSX and Windows systems - Microsoft Office 365 Suites, Word, Excel, PowerPoint, OSX, IOS, Desktop and Mobile hardware.
- Staff Training & Onboarding: Trained and mentored technical support staff for a better customer experience.
- Problem solving and working with developers, analysts, and data scientists to resolve analytical problems.
- Project Management by working closely with project leaders and data/application owners to ensure projects are delivered on time.

Apple Inc

Mar 2012 - Dec 2014

The largest information technology company by revenue and, since January 2021, the world's most valuable company.

Data Analyst & Mentor

- Raised customer satisfaction 33% by designing and implementing processes that resolved customer issues during appointments by 50% and saving the company £Millions per year.
- Staff Training: Facilitated training and mentorship programs for Apple technicians (Geniuses).
- Trained over 250 Technicians at Apple and Mentored around 30% of them over time.
- Support: Top-level technical support to Apple customers globally.
- Data reporting: Collaborated and worked across multiple teams for reporting in support of business operations.
- Database optimisation: Improving internal database systems for better inventory and stock control.
- Project Management: Liaising with third party contractors & stakeholders to ensure projects are delivered on schedule.
- Repairs: Performed Software & Hardware repairs for Apple products including IOS, iPhone, iPad, iPod OSX, MacBook, Xserve and Apple Mini.

EDUCATION:

London Southbank University, London. 2009
BSc: Computer Science

QUALIFICATIONS:

Apple Certifications: ACMT / ACTC

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SECURITY CLEARANCE:

DBS Check: 12th January 2021