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Rhys Hoad

Profile

AWS Solutions Architect certified Cloud Engineer with a passion for automation and problem solving. Experienced in a technical engineering role, particularly across aspects of the SDLC. Well-versed in managing well architected AWS cloud infrastructure across a wide range of services, as well as creating maintainable and reusable modules with IaC (Terraform). Able to demonstrate technical leadership qualities as well as collaborate with organisation-wide teams and senior stakeholders to achieve enterprise level project goals.

Career

Cloud Engineer
Santander UK (February 2021 – present)
One of the leading personal financial services companies and one of the largest providers of mortgages and savings in the UK.

Recruited into the SLZ (Santander Landing Zone) Cloud team to assist with Santander's goal to migrate project teams away from on-prem systems to AWS. This included recommending and introducing cloud deployment best practices and services where efficiencies could be identified.

Duties included:
- Designing and implementing Terraform templates
- Developing and enhancing IaC and application CI/CD pipelines using tools such as Python and GitLab
- Providing technical leadership and collaborating with other teams from a platform support perspective
- Trusted to make decisions about the tooling and technology choices
- Solving problems by creating tested and maintainable code
- Recommending cost-optimisation and security improvements for resources in the cloud
- Git and source control management
- Writing basic Python scripts for process automation and integrations
- Following agile and technical best practices
- Collaborating with senior stakeholders

Achievements:
- Documented platform-wide processes, including the AWS account vending machine
- Integrated cloud services with a Dynatrace monitoring solution
- Created proof of concepts for new tooling such as Hashicorp Vault and ConsoleMe
- Created a POC for the implementation of External Secrets Manager for Hashicorp Vault, leveraging official Helm charts to deploy to EKS
- Onboarded multidisciplinary technical teams into the cloud

Website Technical Support Executive
Netcel (August 2020 – February 2021)
Herts-based digital product consultancy that assists organisations with discovering, creating and improving their digital experiences.

Duties Included:
- Responding to support calls and tickets logged by clients
- Troubleshooting logged tickets related to hosting, certificates, AWS etc.
- Organising and managing releases to Dev, QA, Pre and Production environments
- Liaising and troubleshooting issues alongside senior project managers and developers
- AWS CloudFront CDN and ACM certificate management
- Communicating with and presenting to senior stakeholders

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Junior Cloud Support
CKB Ltd (May 2020 – May 2020)
Family run UK company with over 10 years experience in online retail that offer unique online service and products.

Duties Included:
- Implementation and management of a small AWS infrastructure
- IAM user and policy management
- Securing resources with security groups and NACLs
- Route 53 DNS routing/failover and a CloudFront CDN
- Monitoring and observing metrics using CloudWatch
- Deploying resources to AWS using IaC (Terraform)
- Continuous deployment using CodePipeline
- Load balancing across an EC2 pair (ELB to 2 instances with autoscaling configured)

Building Surveying, Nottingham Trent University
(September 2018 – February 2020)
Initially pursued a degree in Building Surveying, however, chose to change paths due to a stronger interest in cloud computing.

Telecoms Helpdesk, Purchase Direct
(July 2017 – September 2018)
Duties Included:
- First line ticket management
- Hosted telephony
- VoIP management
- Working collaboratively on VoIP solutions
- Networking
- Knowledge of data networks
- Providing cover for an out of hours fault service
- Processing and managing of orders for new installations of phone lines

Qualifications

2020 – 2020	AWS Certified Solutions Architect Associate	Pearson Vue
2020 – 2020	Deploying to AWS using Ansible &Terraform	Linux Academy
2020 – 2020	Kubernetes Foundation	Linux Academy
2020 – 2020	Managing AWS with Ansible	Linux Academy
2016 – 2016	C# Basics (Diploma)	Alison.com
2016 – 2016	Python Basics (Diploma)	Alison.com
2016 – 2016	Business Process Improvement (Diploma)	Alison.com
2015 – 2017	Computer science 90 credit diploma BTEC grades D*D*D*	Oaklands College
2010 – 2015	10 GCSEs, grades A-C incl Maths, English and Science	Stanborough School