Desmond Ennis
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Summary

An enthusiastic and determined Certified Cloud Practitioner looking for positions in the IT industry with the goal of enhancing career within a company that would enable me to expand my knowledge and develop my skills.
Experienced Helpdesk Support Engineer with a Bachelor's Degree in Computer Systems and Networks. I possess strong interpersonal skills and over 10 years of onsite computer break-fix support roles with Discovery Network Channel, RBS/NatWest, Carlsberg Brewery, and others

Technical Skills

- Networking
- Linux
- AWS
- PHP
- SQL

- Database
- Python
- Python
- HTML
- CSS

Personal Skills

- Problem Solving
- Critical Thinking
- Quick learner

- Good Team Player
- Active Listening
- Self-motivation and ability to take the initiative

Experience

- **AWS Cloud Practitioner Certification - Primed Talent, London, September – December 2021**
    - Design secure, high-performing, cost-effective, highly available and scalable systems by using AWS services according to best practices defined in AWS well-architected framework and Cloud Adoption framework.
    - Learnt various AWS services including but not limited to EC2, EBS, EFS, IAM, VPC (Sub netting, Routing table configuration), Route 53, S3, Trusted Advisor, Systems Manager, Lambda, Config, Cloud front, AWS Organizations, Billing, Athena, Elastic load balancing, Auto scaling and SNS
    - Gained knowledge on different areas like deployment automation using Cloud Formation, Monitoring & Logging using cloud watch, cloud trail, DevOps process like CI/CD, Configuration Management tools like GIT
    - Gained exposure to data mining and explored different AWS database services like RDS and Dynamo DB. Learnt Python basics and applied it with server less services like Lambda
    - Explored different ways to interact with AWS services like AWS CLI and Management console.

January 2018 – March 2018 LSBU Internship

- HTML Website Developer Help to modify their extranet website for the School of Nursing at London South Bank University. Main responsibilities: Modify current looks, feel and purpose of the School local extranet support website

- Code writing and adding new features to HTML

- Documentation, liaising with each discipline of the school departments, and their requirements,

- Working with SharePoint and MS Workspace,

- Testing in different environments including web and mobile Apps

- Uploading and automate updated information related to the website.

Level 1 and 2 IT Helpdesk Support Engineer, Discovery Network Channel   July 2015 – August 2016

- Delivered support to staff between the technology and business operations

- Worked through tickets raised on the ITIL based ticketing system

- Used solution reporting tools such as, 'Service Now' and 'Service Configuration Control   Management' (SCCM) .applications software

- Provided cover for the walk-in service when staff members upgraded Windows 7 to 10

- Ensured that all appropriate Service Level Agreements (SLA) were completed

- Helped maintain adequate spare imaged PCs on new and existing Dell desk and laptops

- Liaised closely with other departments, such as Facilities Management

Education

- **London Southbank University**   **September 2014 – June 2017**

  BEng in Computer Systems & Networks Engineering

- **London Southbank University**   **September 2012 – June 2014**

  Extended Degree Programme in Engineering

- **The College of North West London**   **January 2012 – April 2012**

  City & Guilds Level 3 Diploma in ICT Professional Competence

- **The City & Islington College**   **March 2004**

  CISCO Networking Basic - Pass

Certification

- **AWS Cloud Practitioner Certification**, Primed Talent, London, Aug - September,2021
- **Cisco CCNA** , Routing and Switching Introduction to Networks - November 2016

References

On request