JANI TIRKKONEN

CLOUD PLATFORMS TECHNICIAN

Bristol, UK
jntirkkonen@gmail.com

Projects

Cloud Resume Challenge
[Click to view original project details](#)   2023

This serverless resume website is built following the challenge. Written using HTML and CSS it uses different AWS services such as S3 for hosting, CloudFront and ACM for HTTPS security, Route53 for DNS, visitor counter written in JavaScript uses DynamoDB and API Gateway with a Lambda Function written in Python. Deployed using SAM/CloudFormation for Infrastructure as Code.

Work Experience

W.D.M. Limited – Bristol, UK
IT Cloud Platforms Technician   Aug 2023 - Present

Technical role supporting the business IT and SaaS Platform hosted across multi cloud infrastructure (AWS, Azure) utilising latest DevOps practises.

Maintaining system health through development and utilisation of automated deployment, monitoring and patching, Migrating OnPrem hosted services to cloud platforms, Automation scripting using PowerShell, Acting as point of escalation to support teams for Infrastructure issues, Assisting developers with deploying/troubleshooting .NET/C# apps.

Experience with AWS, Azure, GitLab CI/CD, PowerShell, SQL, Windows Server, IIS, Linux, Grafana, Docker

Cognizant – Bristol, UK
IT Service Desk Analyst   Oct 2022 - May 2023

TUPE'd role working on the AXA UK account offering senior support to Offshore Service Desk

Supporting project migrating users from W7 to W10

AXA UK – Bristol, UK
IT Service Desk Analyst   Dec 2018 - Sep 2022

Telephone, mail and chat based 1st Line Support for 1000+ end users

Experience with Active Directory, Azure Active Directory, Azure Virtual Desktop, Endpoint Manager/Intune, Airwatch MDM, Citrix, VMWare, Cisco Software/Hardware, Microsoft 365, Meraki, Windows10, Windows7, ServiceNow, Laptop/Desktop/Mobile support

Training new starters to the Service Desk and offering guidance, Overseeing offshore agents, Assisting on projects within IT, Standing in for the Service Desk Manager in their absence

Certificates

AWS Certified Solutions Architect Associate   2023

Education

Savo Vocational College - Kuopio, Finland   2008 - 2011

Vocational Qualification in Business and IT