Jamie Bond, Azure Engineer

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PROFILE

I am a passionate and highly motivated individual with over 7 years of experience working for some of the UK's leading Managed Service Providers. I have a proven track record in designing, implementing, and supporting solutions across Azure, FortiGate, and Cisco environments. Known for being a strong team player with excellent communication skills, I thrive in collaborative settings and am always eager to learn and adapt. My MSP background has given me extensive exposure to a wide range of technologies and the opportunity to support clients across various sectors with diverse IT needs.

EMPLOYMENT HISTORY

Aug 2024 — Present | 3rd Line Microsoft Engineer, Redcentric PLC

My current position is a 3rd line Microsoft Engineer at Redcentric, where I focus on delivering business-as usual (BAU) support and leading small-scale projects across Microsoft technologies, including Windows Server and Azure.

Key achievements:

• Designed and implemented an Azure network overhaul, implementing private endpoints, user defined routes and locking down traffic to improve security and compliance.
• Built and configured an Azure Virtual Desktop environment, integrating Nerdio for simplified management and cost optimization.
• Implemented Azure API Management configuration using YAML and Azure Devops pipelines for continuous integration and delivery.
• Designed and deployed Logic Apps to automate scheduled server shutdowns, in order to keep runtime costs down.
• Reduced manual tasks, utilizing PowerShell to develop and maintain automated scripts.

Feb 2024 — Aug 2024 | Cloud Infrastructure Engineer, Synextra LTD

Further developed my career and experience by making the transition from Cloud Engineer at ANS, to Cloud Infrastructure Engineer at Synextra. In this role, I embraced the opportunity to work alongside a range of new technologies, including Microsoft Defender, Sentinel, Exchange, and more.

Key achievements:

• Led the response during the 2024 CrowdStrike outage, minimizing downtime for critical applications across numerous customers.
• Reviewed and implemented environment improvements, leading to lower cost and higher performance.
• Maintained Azure Virtual Desktop environments, ensuring they were kept up to date and secure through regular patching.
• Improved internal support processes by creating and contributing to runbooks and documentation.
• Deployed Microsoft Defender for Endpoint to strengthen security composure for multiple clients.

Aug 2023 — Jan 2024 | Cloud Engineer, ANS Group PLC

Expanded my Azure expertise by taking on additional responsibilities beyond my previous role as a Cloud Network Engineer. As a Subject Matter Expert (SME), I supported the design and optimisation of customer environments, reviewed peer changes, and handled complex escalations. I also gained hands-on experience with tools like Terraform and Azure Kubernetes Service (AKS).

Key achievements:

• Ensured customer environments remained consistent with Terraform configurations by tracking and applying all infrastructure changes.
• Deployed load balancing solutions, reducing downtime risk by 50%.
• Took ownership of technically complex issues escalated from front line and second line support teams.
• Maintained security, stability, and compliance of AKS clusters by carrying out regular patching.
• Deployed Microsoft Defender for Endpoint to strengthen security composure for multiple clients.
• Carried out regular cloud reviews with customers on how they can save on cost, improve performance and increase security.

Oct 2021 — Aug 2023 | Cloud Network Engineer, ANS Group PLC

As a Cloud Network Engineer, I diagnosed connectivity issues in Azure, reviewing and approving changes as a Subject Matter Expert (SME), and managing my ticket queue to meet SLAs and KPIs. I worked extensively with Azure load balancers, route tables, network gateways, and FortiGate NVAs, while also supporting services like Entra, Logic Apps, and Azure WAFs when required.

Key achievements:

• Increased uptime and reliability by resolving complex Azure networking issues across numerous customer environments.
• Served as a Subject Matter Expert (SME) for reviewing and approving infrastructure change requests.
• Maintained excellent SLA and KPI performance through proactive ticket management and communication.
• Delivered customer support and technical guidance on FortiGate NVAs, route tables, and gateway configurations.
• Assisted with cross-functional technologies such as Entra, Logic Apps, and Storage to ensure smooth customer operations.

Sep 2019 — Oct 2021 | 2nd Line Technical Analyst, ANS Group PLC

In this role, I managed second-line tickets, delivered standard changes within SLA/KPI targets, and owned high-priority incidents alongside the third-line team. I contributed to projects such as on-prem to Azure server migrations and worked as part of the 24/7 shift team.

Key achievements:

• Resolved second-line tickets efficiently while consistently meeting or exceeding SLA and KPI targets.
• Took ownership of high-priority incidents, coordinating with third-line teams to ensure timely resolution.
• Contributed to cloud migration projects, including server moves from on-premises infrastructure to Azure.

Sep 2018 — Sep 2019 | Technical Analyst, ANS Group PLC

As a Technical Analyst, I triaged first-line tickets from monitoring systems and served as the first point of contact on the Service Desk. This role introduced me to technologies like Cisco UCS, NetApp, Active Directory, and cloud services such as Office 365.

Key achievements:

• Performed first-line diagnostics and triaged alerts across a variety of infrastructure technologies.
• Handled incoming Service Desk calls with professionalism, resolving basic issues or escalating where needed.
• Developed a strong foundation in Active Directory and enterprise user management.

EDUCATION

Sep 2011 — Jul 2016   Parklands Academy, Chorley

Aug 2016 — Jul 2018   Runshaw College, Leyland

Skills

Load Balancing Solutions (Azure)
Networking (Azure, Cisco, Fortinet)
API Management (Azure)
Firewalls (Azure, Cisco, Fortinet)
Logic Apps (Azure)
Entra & Active Directory
PowerShell
IAC (Bicep, Terraform)
Devops (Git, YAML, Azure DevOps)

Certifications

AZ-104
AZ-700
CCNA
Cisco Cyber Ops
ITIL 4 Foundation
AWS Cloud Practicioner
BCS Level 4 Network Engineer