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RUSSELL J. MCINNES

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EMPLOYMENT

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|---|--|---------------------------------|
| Senior Systems Administrator | University of Glasgow | July 2024 – Present |
| <ul style="list-style-type: none">Managed RHEL, Debian-based, and Windows systems, ensuring high availability and security compliance across all server environments using automation, monitoring, and visualization tools.Researching and implementing innovative, cost-effective solutions tailored to the constraints and requirements of our infrastructure. | | |
| IT Technician | University of Glasgow | August 2022 – July 2024 |
| <ul style="list-style-type: none">Assisting end-users with incidents and requests to ensure their IT needs are met, while providing exceptional customer service on a busy front desk.Working in an ever changing environment, adapting to new technologies and policies every day | | |
| Catering/Porter | Queen Elizabeth University Hospital | March 2019 – August 2022 |
| <ul style="list-style-type: none">Developed robust customer service skills in a challenging, high-pressure environment, ensuring efficient operations and patient satisfaction.Demonstrated strong crisis management abilities by effectively navigating through critical situations, enhancing patient comfort and supporting hospital staff under stressful conditions | | |
| Customer Service Advisor | Santander | March 2017 – August 2019 |
| <ul style="list-style-type: none">Following processes that aligned with the financial conduct authorities' regulations to ensure accounts were managed with integrityDeveloped customer service experience on the frontline of a call centre, taking calls from people across the UK from very diverse backgrounds | | |

EDUCATION

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| Glasgow | Glasgow Caledonian University | August 2023 – Present |
| <ul style="list-style-type: none">Bachelor of Science in Software Engineering in Business (Honours)Starting 4th year in August, 2024 | | |
| Glasgow | Glasgow Clyde College | August 2020 – May 2022 |
| <ul style="list-style-type: none">Higher National Diploma (HND) in Software Development | | |

TECHNICAL EXPERIENCE

Projects

- Snipe:** Deployed and customized the open-source asset management system, Snipe-IT, enhancing its functionality by developing scrapers, listeners, and automation scripts. This transformed the system into a self-maintaining platform, enabling IT staff to focus on delivering services rather than manually inputting and managing data.
- Automation Suite:** At my workplace, I have built tools and automations to accelerate Linux distributions' initial setups. This includes automatically installing cybersecurity, asset management and general software.

Languages and Technologies

- Programming Languages:** PHP, Python, JavaScript, C# (OOP / PDO / Functional)
- Automation Tools:** Ansible, Bash Scripting, Power Automate, Jenkins, RunDeck
- Virtualization and Containerization Technologies:** Docker, Kubernetes, Hypervisor, KVM
- Systems Technologies:** BIND, Named, NFS, AD, LDAP, SSSD, Shibboleth