

James Roberts

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SUMMARY

Experienced Infrastructure and Platform Engineering professional with over 20 years of experience delivering enterprise infrastructure, Linux platforms, operational resilience and technical change.

My background combines hands-on technical expertise with technical leadership, stakeholder engagement and project delivery across financial services, local government and managed service environments. I have successfully led disaster recovery exercises, infrastructure migrations, offshore service transitions, monitoring initiatives and operational improvement projects while maintaining a strong focus on service continuity and customer outcomes.

Alongside my commercial experience, I maintain an extensive engineering homelab where I design and build modern platforms using Docker, Kubernetes, Grafana, Prometheus, CrowdSec, Linux and cloud technologies. This demonstrates my commitment to continuous learning and applying modern engineering practices.

EDUCATION

RHCE – Red Hat Certified Engineer (Certification No. 804005459617933)

University of Central Lancashire

HND Computer Studies (Year 1)

Preston College

BTEC Information Technology

GCSEs including English and Mathematics

EXPERIENCE

Third Line Product Support Engineer

September 2025 – Present

Appello Group

- Technical escalation point for complex customer incidents.
- Delivered customer-facing technical support.
- Mentored first and second-line engineers.
- Technically led a nationwide DrayTek SIM upgrade programme.
- Designed and delivered a Grafana monitoring proof of concept.
- Worked closely with engineering teams to improve service quality and operational visibility.

Infrastructure Manager

January 2025 – June 2025

Yunex Traffic

- Led infrastructure support activities across cloud and enterprise platforms.
- Worked with AWS-based infrastructure and operational services.
- Improved monitoring, automation and operational processes.
- Collaborated with development, security and compliance teams.
- Supported service availability, resilience and continual improvement.

Technical Business Continuity & Disaster Recovery Manager

September 2020 – December 2024

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- Planned and coordinated annual disaster recovery exercises.
- Worked with multiple technical teams and business stakeholders.
- Managed disaster recovery events and recovery validation.

- Produced post-exercise reports and improvement plans.
- Supported operational resilience and governance activities.

Technical Operations Analyst (UNIX)

April 2012 – September 2020

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- Supported enterprise UNIX infrastructure.
- Led the transition of operational support to an offshore provider.
- Coordinated knowledge transfer and operational readiness.
- Technically supported a major data centre migration.
- Improved operational procedures and service delivery.

Level 2 IT Consultant

January 2008 – April 2012

Hampshire County Council

- Migrated Solaris environments to IBM AIX.
- Implemented Red Hat Enterprise Linux platforms.
- Installed and supported IBM Content Manager, DB2 and Tivoli.
- Participated in disaster recovery testing.
- Provided infrastructure support within a 24/7 operational environment.

IT Support Engineer

1998 – 2008

RIAS plc / JRL plc

Progressed from Help Desk through to Third Line Support, building extensive experience across enterprise infrastructure, Microsoft and UNIX environments, customer support and technical troubleshooting.

PROJECTS

Disaster Recovery Programme | Planned and coordinated enterprise disaster recovery exercises, managing technical teams, recovery sequencing, stakeholder communication and post-test improvements to strengthen operational resilience.

Offshore Service Transition | Led the technical transition of operational infrastructure activities to an offshore provider, overcoming technical, security, cultural and communication challenges while improving operational consistency.

Infrastructure Separation | Supported the separation of a shared enterprise IT environment, coordinating suppliers, stakeholders and technical teams to enable two organisations to operate independently.

Grafana Monitoring Platform | Designed and delivered a proof-of-concept monitoring platform providing operational dashboards, improved visibility and proactive service monitoring.

Engineering Homelab | Designed and maintain a production-style engineering platform incorporating Docker, Kubernetes, Prometheus, Grafana, CrowdSec, reverse proxy, authentication, monitoring, automation and observability. The platform is fully documented and forms the basis of my engineering portfolio.

TECHNICAL SKILLS

Linux (Red Hat, Debian, Ubuntu)

UNIX Administration

VMware

Enterprise Infrastructure

High Availability

Disaster Recovery

Operational Resilience

Networking

Performance Optimisation

Docker

Docker Compose

Kubernetes (K3s)

AWS
Azure
Infrastructure as Code
Git & GitHub
CI/CD
Platform Engineering
Grafana
Prometheus
Loki
Promtail
CrowdSec
Node Exporter
cAdvisor
Nginx Proxy Manager
Authelia
Technical Leadership
Project Delivery
Stakeholder Management
Supplier Management
Risk Management
Service Transition
Mentoring
ITIL
Change Management
Cross-functional Collaboration

PROFESSIONAL INTERESTS

Outside work I enjoy Salsa and Modern Jive dancing with my wife, including travelling to Cuba to learn Salsa, sea fishing, travelling, wildlife and continually expanding my engineering homelab through practical learning and experimentation.