

Guillaume Viera

Senior TechOps & DevOps Engineer and Azure Administrator

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Profile Summary

- **Senior TechOps Engineer** with experience as **DevOps** and **Azure Administrator**, with **11 years experience** driving cloud infrastructure and complex deployments across **Azure**, **Kubernetes**, and **Terraform**, equally motivated by **TechOps** challenges and **Azure Administrator** roles.
- Contributed to the management of **Azure DevOps** pipelines, improving **CI/CD** workflows, and ensuring high system availability in **hybrid (cloud/on-prem) environments**.
- Skilled in troubleshooting complex systems using **PowerShell**, **T-SQL**, and **Zabbix** across both **Linux** and **Windows** platforms to enhance performance and stability.
- Demonstrated success in optimising system configurations and deployment processes using **Infrastructure-as-Code (IaC)** technologies like **Terraform** and **Puppet**, contributing to operational efficiency and reduced downtime.
- Bilingual in **French** and **English**, offering a unique ability to support diverse customer environments and contribute to product development for international markets, including French healthcare systems.
- Passionate about **continuous learning**, cloud computing innovations with a strong commitment to professional development and hands-on problem-solving.

Technical Skills

Cloud Platforms: Microsoft Azure

DevOps Tools: Azure DevOps, Kubernetes, Terraform, Zabbix, Puppet, Docker, ServiceNow

Scripting & Programming Languages: T-SQL, PowerShell

Operating Systems: Linux, Windows Server

Databases: SQL Server, Progress OpenEdge, Dynamics CRM

Virtualisation Technologies: Hyper-V

Development Tools: Visual Studio, IIS

Monitoring & Systems Management: Zabbix, Nagios

Work Experience

MRISoftware

London, UK

TechOps & DevOps Engineer

Dec. 2023 - Jun. 2025

- Led **TechOps** and **DevOps** across **hybrid Azure / Linux** and **on-prem** environments, applying **Infrastructure-as-Code** practices with **Terraform** and **Puppet**, and orchestrating **Kubernetes** containerised workloads to enable high-availability services, continuous delivery, and scalable, consistent, automated infrastructure deployments.
- Collaborated within a **cross-functional team** including **Dev Team**, **Platform Operation Team**, **SaaS Team**, **Business Consultants**, **Project Managers** and **Product Managers**, employing **Agile** practices, including daily stand-up meetings and weekly sprints, to effectively deliver software under tight deadlines.
- Directed the design and deployment of new customer environments and executed **on-premises to SaaS migrations** by leveraging **Azure** and **Lift-and-Shift** strategies, reducing onboarding time to accelerate client transition to managed cloud platforms.
- Administered and supported **Azure** and **Azure DevOps** environments using Caching Strategies and **Azure Monitor**, improving **CI/CD** pipeline execution time to ensure efficient and reliable deployment workflows.
- Built Monitoring Capabilities With **Zabbix**, providing detailed system observability through threshold-based and predictive alerting, and used Root Cause Analysis to address and resolve complex technical issues, reducing downtime and enhancing performance visibility.
- Advanced containerisation efforts with **Docker** and **Kubernetes** by incorporating Rolling Updates and Auto-Healing, and manually deploying to **Kube**, resulting in increased deployment speed and improved scalability across environments.
- Implemented **SQL Server** and Progress **OpenEdge** by applying Index Tuning, improving data performance and reliability.

- Engineered secure access mechanisms by integrating **Azure Key Vault** with **CI/CD** workflows and adopting dynamic secrets and encryption at rest, reducing credential exposure incidents and improving compliance with internal security policies.
- Implemented automated backup and disaster recovery strategies using **Azure Backup, SQL Server Agent, Snapshot Automation, and Geo-Redundant Storage**, minimising potential data loss in failure scenarios.
- **Presented** infrastructure performance reports and deployment health metrics to **Engineering Leadership** and **cross-functional stakeholders**, **CI/CD** logs, and incident data to inform decision-making and prioritise platform improvements.

Capita Healthcare Decisions (CHD)

London, UK

Azure Administrator

Jan. 2019 - Dec. 2023

- Directed a team of **4 TechOps engineers** by allocating tasks strategically, providing ongoing mentorship and delivering training programs that accelerated onboarding, reinforced project standards, and strengthened team cohesion and service quality.
- Managed **Microsoft Azure** subscriptions and environments by implementing **Role-Based Access Control (RBAC), Resource Tagging, Network Security Groups, and Azure Defender**, improving application performance, availability, and security across cloud-based deployments.
- Independently managed **end-to-end** cloud network infrastructure design, implementation, and troubleshooting by applying **Hub-and-Spoke, Virtual WAN, Packet Capture Analysis, and Flow Diagnostics**, improving network reliability.
- Acted as **third-line support** for complex technical issues and infrastructure modifications, leveraging **ServiceNow, Change Advisory Board (CAB), Incident Lifecycle Management, and Fault Tree Analysis**, decreasing incident resolution time.
- Maintained and supported **Azure DevOps** environments and deployment pipelines by applying Environment Promotion and integrating **Azure Application Insights** and **Log Analytics**, improving the deployment success rate.
- Implemented Manual Deployment and Environment-Specific Parameters as the Configuration and Deployment Engineer for internal and client-facing systems, reducing deployment errors significantly.
- Strengthened **cloud security** and risk posture by applying best practices with **Azure AD**, coordinating third-party **penetration tests**, and leading **internal risk assessments** using **FMEA, Risk Matrix Evaluation, and Compensating Controls**, resulting in fewer incidents and reduced operational exposure.

Capita Healthcare Decisions (CHD)

Basingstoke, UK

Consultant, Support Engineer

Feb. 2014 - Jan. 2019

- Deployed Healthcare Software Solutions in client environments, provided third-line support, and served as Operational Risk Representative, simplifying issue resolution and improving operational continuity.
- Supported infrastructure modernisation by migrating internal systems from **Hyper-V to Azure**, implementing **Linux**-based monitoring, **Azure-based Windows** Updates, and upgrading legacy **OS** servers, enhancing performance and reliability.
- Delivered technical enablement for clients and internal teams by deploying **CRM Online & Microsoft Azure** solutions, configuring client network environments (**UAT, Training, Production, DR**), and performing Operational Acceptance Testing.

Consultant, Business Development

Feb. 2014 - Mar. 2020

- Led business development for **CHD** products by collaborating with French hospitals to adapt software functionalities to the French healthcare system, improving product-market fit.

Cancer Treatment and Research Centre Antoine Lacassagne

Nice, France

Quality - Risk Management

Jun. 2011 - Oct. 2012

Education

Université Côte d'Azur

Nice, France

Faculty of Medicine - Master's Degree in Quality/Risk Management

Sep. 2010 - Nov. 2012

Faculty of Sciences - Bachelor's Degree in Biology

Sep. 2007 - Jun. 2010

Certifications

ITIL Foundation Exam	2019
Networking+ Course	2018
Installing and Configuring Windows Server 2012 Exam	2016
Server Virtualization with Windows Server Hyper-V and System Center Course	2016
Implementing Microsoft Azure Infrastructure Solutions Course	2015