

Martyn Drake

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Technical Profile

- Infrastructure Engineer with 28 years of experience in web hosting, e-commerce, computer games, and film/TV post-production.
- Proven strengths in diagnosing and resolving complex system issues across hardware platforms and OSes (Linux, Windows, macOS).
- Adept at network management (firewalls, VPN, VPLS), cloud infrastructure (AWS, Azure, GCP, Oracle Cloud, Cloudflare, Akamai), version control (Perforce, Git/Bitbucket)...
- Expertise in Google Workspace and Microsoft 365 administration including personal self-managed environments for continuous learning.
- Experience in client-facing roles, including successful management of high-value e-commerce clients, out-of-hours support, and issue resolution utilizing helpdesk systems (Jira, Request Tracker, ManageEngine, OTRS).
- Built an ISP from the ground up, handling the full suite of infrastructure, system administration, and customer support.

Professional Experience

Supermassive Games, Guildford

Infrastructure Engineer (February 2023 – Present)

- Manage comprehensive studio infrastructure (networking, storage, backup, remote access, asset management, Microsoft 365, VMware, AWS/Azure) to ensure streamlined operations and optimal system performance.
- Perform daily backup health checks and collaborate with vendors for continuous improvement.
- Provide helpdesk support, resolving network/server issues affecting production, and handling data wrangling and user administration.
- Drive infrastructure projects, such as usage monitoring and system documentation.
- Introduced new file-sharing service (Massive) to streamline collaboration.

KPS, Wimbledon

Senior Systems Administrator (August 2017 – February 2023)

- Managed high-end e-commerce client infrastructure across AWS, GCP, and SAP Cloud platforms.
- Optimized Google Cloud Platform scripts and infrastructure using Perl, bash and Ansible for increased automation.
- Handled SEO tasks with Nginx maps and security enhancements (Cloudflare/Akamai, Rackspace WAF/IDS) and maintaining a personal blog utilizing Oracle Cloud and Cloudflare for ongoing skill development.
- Managed desktop, laptop, network, and anti-virus systems; deployed BYOD policies with Apple Business Manager and JamF Now.
- Led projects including vulnerability scanning (Tenable and Qualys), website migration, and VMware ESXi implementation.

Memset Ltd., Guildford

Senior Systems Administrator & Team Leader (2008 – 2017)

- Managed a first-line support team while simultaneously providing 3rd-line support and system administration for dedicated/virtual servers and internal systems.
- Managed Linux/Windows customer backups and provided comprehensive support for the SquirrelSave online backup service.

Imagineer Systems, Guildford

Systems Engineer (2008)

- Provided support for the company's development workstations, servers, and build systems for their AMPAS Scientific and Technical award-winning software, Mocha.
- Managed the hosting of company's customer forum, main website and email – migrating from the self-hosted email platform to Google Workspace.
- Provided expert support and optimization for the hardware and operating system platform of a new VFX product, contributing to the development of an innovative VFX architecture.
- Travelled internationally to set up hardware and provide support, demonstrations, and collaborated with developers for product optimization.

The Moving Picture Company, London

Production Systems Engineer (2002-2008)

- Administered Linux-based systems (1000+ render nodes, 500+ workstations) for major film and TV visual effects production.
- Migrated firewalls, implemented VLAN-based network segregation, and set up secure IPsec VPNs for film studios.
- Provided out-of-hours support and travelled to film studios for on-site troubleshooting and project needs.

NetDirect / ISION Internet Ltd., London

Systems Administrator (1999-2001)

- Managed 50+ Linux and Sun Solaris servers for web, DNS, authentication, and email services.
- Maintained an innovative free domain registration product, enhancing security and providing third-line support.

Net Communications Ltd., Norwich

Support Manager & Systems Administrator (1998-1998)

- Led technical support team, providing on-site and remote assistance to customers with internet connectivity and LAN setup.
- Collaborated with technical manager on diverse system administration tasks.

Albatross Networks, Norwich

Technical Manager (1996-1998)

- Spearheaded the creation and management of the company's dial-up and web hosting services, encompassing initial infrastructure setup.
- Built and maintained PCs, servers, and network foundation for the nascent ISP.
- Designed, developed and managed the company website, dial-up software, Usenet and email services, and different web infrastructure solutions to host a wide variety of business customer web sites.
- Provided support for customers on and off-site.

Recent Projects

- Replacing FTP services at SMG with third-party file transfer service (MASV)
- Implementing and evaluating Proxmox hypervisor and archiving server for Perforce / SMG as a potential replacement for VMWare
- Managing Arsenal Football Club's online store on GCP using scripting (bash/Perl) – KPS
- Implementing TeamCity/Octopus and migrating Arsenal Football Club's Concierge service from hardware to virtual machine environment (Windows Server and MS SQL) – KPS
- Designing and deploying new laptop fleet (Dell, Lenovo and Mac) using Microsoft Intune, Apple Business Manager and JamF Now - KPS

Technical Skills

- **Operating Systems:** CentOS, Red Hat, Debian, Ubuntu, Amazon Linux, Windows Server, macOS
- **Cloud:** AWS, Azure, GCP
- **Tools:** Ansible, Perforce, BitBucket, Git, Jamf Now, Commvault, VMware, Qualys, New Relic, Jira, Request Tracker, ManageEngine, OTRS
- **Storage:** DAS, NAS, SAN, iSCSI, Infiniband
- **Networking:** Firewalls (appliance and software-based) – Juniper, Fortigate, pfSense. VPNs (appliance and software-based) SSL and IPsec tunnels. SSH-based tunnelling. Switches (HP Procurve, Dell, Netgear – VLAN tagging and aggregation). Wi-Fi network hardware configuration and security (Ubiquiti, Netgear and Fortigate)
- **Other:** Python (learning), Bash, PHP, Perl, Google Workspace, Microsoft 365, Adobe Creative Suite, DNS, Email, VPN (SSL, IPsec), Apache, nginx, security and vulnerability management, MDM tools

Interests

- Cycling, cinema/TV, reading, Google Apps, home automation, learning new IT skills, cloud administration (self-managed environments)