

LinkedIn: www.linkedin.com/in/tyrelle-trerise-9766b9108

Professional Portfolio: tjt.org.uk

GitHub: [tjtrerise.github.io/TTTrerise.io](https://github.com/tjtrerise/TTTrerise.io)

SKILLS

- **Cloud (AWS):** EC2, VPC, IAM, S3, RDS, DynamoDB, Lambda, API Gateway, Route 53, CloudFormation (YAML/JSON), CloudFront, CloudWatch, CloudTrail, Certificate Manager, Cognito, SNS.
- **Infrastructure as Code & Automation:** AWS CloudFormation, Bash, Python, PowerShell.
- **Networking:** VPC design & routing, VPNs (IPSec, SSL, IKEv2), firewalls (WatchGuard, SonicWall, Meraki), VLANs, NAT/SNAT, TCP/UDP.
- **Operating Systems & Virtualisation:** Linux (Amazon Linux, Ubuntu), Windows Server (2012 -2025), macOS, VMware ESXi, Hyper-V
- **Identity & Security:** AWS IAM, Microsoft Entra, Active Directory, Group Policy, Conditional Access.
- **Collaboration & Device Management:** Microsoft 365 (Exchange, SharePoint, OneDrive, Defender, Graph API), Intune, JAMF, Meraki MDM.
- **Version Control & Backup:** GitHub, Veeam, vCenter.

CLOUD PROJECTS [View Projects](#)

Static Website Hosting Utilising a Content Deployment Network: [View on GitHub](#)

- Built and deployed a static site to host my portfolio combining Tailwind CSS for design, CloudFront and Route 53 for global distribution.
- Utilising Certificate manager to create valid certificate so that CloudFront can enforce SSL/TLS connections.
- **Route 53, S3, CloudFront, Certificate Manager.**

(IaC) Multi-Region VPC Network Architecture with Transit Gateway: [View on GitHub](#)

- Designed and automated a secure, scalable, and highly available multi-region network on AWS using CloudFormation.
- Implemented a hub-and-spoke model by deploying custom VPCs across two separate regions, leveraging the Transit Gateway as a central routing hub to establish secure inter-region connectivity.
- Developed modular YAML templates to automate the creation of all resources, including VPCs, EC2 instances, and TGW attachments, demonstrating expertise in managing stack dependencies.
- **CloudFormation (YAML), Transit Gateway (TGW), VPC, NAT Gateway, EC2/Linux, IAM, Session Manager.**

(IaC) Multi-Tier Web App on AWS: [View on GitHub](#)

- Architected and deployed a highly available, three-tier web application (Web, App, DB) across Multiple Availability Zones), automating all resources via CloudFormation.
- Implemented Autoscaling Groups (ASG) integrated with Launch Templates to ensure the automated scaling, healing, and configuration of the EC2 instances (running Apache and Gunicorn/Flask).
- Load Balancing: Configured both External and Internal Application Load Balancers with granular health checks to efficiently distribute traffic and secure intra-application communication.
- Deployed a fault-tolerant RDS MySQL database in multi-AZ mode. Leveraged AWS Secrets Manager and Parameter Store to inject database credentials and configuration parameters securely at runtime.
- Developed and debugged complex Bash user data scripts within the Launch Templates to handle dependency installation, application configuration, and service enablement on the EC2 instances.
- **CloudFormation, ALB, EC2/ASG, RDS (MySQL), VPC, Security Groups, Secrets Manager, Parameter Store, Bash Scripting.**

Secure Serverless Crud API: [View on GitHub](#)

- Designed and implemented a complete, fully serverless CRUD API for product management.
- Secured the API endpoints by integrating Amazon Cognito as a custom authorizer on API Gateway, enforcing user authentication.
- Created a REST API using API Gateway and linked four separate Python 3.9 Lambda functions (create, get, update, delete) to handle the corresponding HTTP methods and business logic.
- Utilised Amazon DynamoDB as the highly scalable, NoSQL data store, configuring the ProductsTable with specific Partition and Sort Keys.
- Configured granular IAM inline policies for each Lambda function, granting only the necessary DynamoDB actions (PutItem, GetItem, UpdateItem, DeleteItem) to enforce the principle of least privilege.
- Developed test events for the Lambda functions and used the AWS CLI to create, confirm, and authenticate a test user via Cognito.
- **AWS Lambda, API Gateway, DynamoDB, Cognito, IAM, CloudWatch, AWS CLI.**

SUMMARY

Cloud-focused IT Engineer with hands-on experience designing and deploying AWS solutions using Infrastructure as Code (CloudFormation). Skilled in automation (Python, Bash, PowerShell), cloud networking, and Microsoft 365 integration. Proven ability to deliver secure, scalable solutions through both professional experience and personal AWS projects.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate (2023)
AWS Certified SysOps Administrator – Associate (2025)
Microsoft 365 Certified: Endpoint Administrator (2025)
Microsoft 365 Fundamentals (2025)
Certified Kubernetes Administrator (CKA) **In progress**
WatchGuard Network Security Essentials (2025)
3CX Advanced Certified Engineer (2024)

EXPERIENCE

ICT Support Engineer

Apex Network Solutions 05/2025 – Present

3rd Line IT support for an MSP on a service desk across diverse environments, ensuring optimal system performance and resilience.

- Cloud and on-prem service delivery:
 - Improving operational efficiency by automating critical tasks like creating users, groups, configurations and application deployment using PowerShell for both 365 and Windows Server environments. Eliminating approximately 5-10 hours of manual effort.
 - Managing user and device lifecycles with Entra and Intune, utilising dynamic groups with tools such as Autopilot and device configuration profiles to automate deployment and onboarding of new staff and users. Reducing operational overhead and creating a consistent user experience due to certificates, applications and resources being granted automatically by group memberships.
 - Overseeing security of the 365 tenancies by utilising a combination of tools such as Conditional Access and Defender for Endpoint. Increasing security by preventing users access to company data or resources from unauthorised locations and devices blended with Antivirus to further secure the devices from malicious software.
 - Management of Active Directory and Group Policy. Utilising ADSync and Entra connect to combine on prem and 365. Enforcing rules and deployment strategies for users and devices. Allowing granular control over simple rules such as printer configuration and complex rules such as firewall configuration, folder redirection, startup and logon scripts. Utilising separate OUs and policies to ensure that correct users and devices receive the required configurations.
 - Administration of VMware. Re-applying expired certificates to VSA instances, adding and removing vCPU, virtual disk and vRAM based on VM requirements.
 - Monitoring and resolution of VEEAM backups. Responding to Datto alerts about backup completion and performing remediation on backups that were unsuccessful.
- Networking:
 - Managed and secured core network infrastructure by designing and implementing VLANs for effective network segmentation. Proficient in management of layer 2/3 networking devices utilising the CLI for non-cloud configured switch.
 - Creation and management of firewall policies. Utilising port forwarding, application control, web filtering, VPNs, SNATs and SD-WAN to create secure, controlled traffic management and connectivity between sites.
- Service desk:
 - Overseeing daily service desk operations in the absence of management, ensuring Service Level Agreements (SLAs) are consistently met.

ICT Field Engineer

iCT4 03/2024 – 05/2025

2nd line IT support for an MSP across multiple sites, ensuring efficient service desk, field operations and IT infrastructure management.

- Cloud and on-prem service delivery:
 - Administering Windows Server Active Directory, Group Policy, DNS, DHCP and local server backup.
 - Deploying and managing Microsoft 365 services, including Intune, Entra, SharePoint and Autopilot.
 - Supporting Apple devices via JAMF, Apple Business Manager and Apple Configurator 2.
- Networking:
 - Installation and configuration of WatchGuard firewalls. Utilising core firewall features such as content inspection, application control, web filtering and VPNs. Largest project was a 1600-person school, configured the VLANs, policies, DNS and DHCP settings for an entire school whilst setting up granular intra-VLAN connectivity for the networks that required access.
 - Physical installation of copper and fibre optic cables. Including the termination of fibre optic cable using a fusion splicer
 - Built a virtual sandbox environment using WatchGuard Firebox-V using Hyper-V for firewall training to upskill team members. This allowed staff to learn how to use firewalls and configure them.
 - Installation of access points and switches for the connect the classroom project. Largest project was 86 access points and 3 Meraki switches on a large secondary school in Bideford.
 - Installation and set up of 3CX IP phones.
- Service desk:
 - Delivering remote and onsite technical support, handling service requests and incidents through Freshdesk ticketing system.

Technical Helpdesk & Customer Support Engineer

UTP Merchant Services 09/2022 – 10/2023

Part of a helpdesk team that focused on card terminals and payment systems.

- Maintained accurate documentation of issues and resolutions.
- Maintained and monitored the helpdesk ticket queue, ensuring SLAs and KPIs were consistently met.
- Provided remote and phone support to users, resolving technical issues.
- Assisted the second-line team with IT systems in the Manchester office.
- Basic network management, ensuring switches were patched correctly and fault finding.