# Maxwell Morris

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**Profile:** IT Engineer based in Bristol UK, specializing in Linux systems administration and network management. Experienced in designing, implementing, and managing infrastructure solutions. Passionate about building reliable, functional, performant, and secure solutions that enable people & businesses to thrive.

**Skills:**
- **Virtualization:** Xen (Citrix + Xen Project), KVM/QEMU, Proxmox
- **CI/CD:** Git, Ansible, Terraform, GitHub Actions
- **Linux Systems:** Debian-based (Ubuntu), RHEL-based (CentOS/Fedora)
- **Containerization:** LXC/LXD, Docker, containerd, Kubernetes, Rancher
- **Networking:** TCP/IP, DNS, DHCP, Ubiquiti UniFi, IPS/IDS, pfSense (firewalls), Active Directory, WDS
- **Storage:** RAID, ZFS/OpenZFS, LVM, BTRFS, DRBD
- **Customer Service:** Experience in effectively guiding customers and remote technicians to assist with incident recovery and projects.
- **Incident Resolution:** Thrive in fast-paced, time-critical environments, with experience in swift incident investigation, resolution, and RCA.
- **Teamwork:** Able to work efficiently and closely as part of a diverse team, also able to take lead and make complex decisions when necessary.
- **Time Management:** Driven by a deep passion for my work and the industry, I naturally excel in managing my time effectively. My enthusiasm fuels my dedication to meeting project deadlines promptly and efficiently organizing tasks to maximize productivity.

## Experience:

**Implementation & Deployment Engineer**
*NCR Corporation/NCR Voyix*
(January 2022 – March 2024)
- Lead engineer responsible for the technical management, proactive daily monitoring & support of customer installation projects at over 10,000+ locations globally.
- Worked with customers to migrate legacy sites to NCR's virtual platform.
- Onboarded and trained a team of engineers to expand the service capacity.

**IT Operations Engineer**
*NCR Corporation/NCR Voyix*
(November 2020 - January 2022)
- Responsible for management, monitoring, and operations of NCR's Edge-based virtualization platform.
- Handled incoming customer change requests and outages (tickets + calls).
- Organized and performed scheduled tasks such as DB maintenance.

**Systems Administrator**
*Bluetree Technologies*
(February 2012 - October 2020)
- Designed and implemented hybrid cloud & on-premise infrastructure.
- Managed a mix of Linux & Windows end-user systems and servers.
- Provided various hosting services for customers including websites and email.

**Customer Service Team Member**
*Domino's Pizza*
(April 2019 - October 2020)
- Provided friendly and courteous service in a fast-paced service environment.
- Supported the logistical operations of the store, including efficient stock and delivery management.

**Data Management Intern**
*Recreo Clothing*
(March 2017 - April 2017)
- Assisted in the management of customer and sales data.