

# BEN MADLE-JORDAN

Senior DevOps Engineer

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## Professional Summary

Senior DevOps Engineer with 10+ years of experience across hybrid infrastructure, automation, and secure enterprise environments. Strong background in Ansible, GitHub Enterprise pipelines, Azure, Nutanix, Windows Server, Hyper-V, AWS, and networking. Proven ability to modernize legacy platforms, automate deployments, improve reliability, and support complex infrastructure across remote and secure sites.

## Professional Experience

Microland Limited — Senior DevOps Engineer

Aug 2024 - Present | Kent, England, United Kingdom

- Led a modernization programme using **Ansible** and **GitHub Enterprise pipelines**.
- Automated deployments across **Azure Local** and **AWS** hybrid infrastructure for critical national infrastructure at 75+ physical sites.
- Delivered a one-touch automated migration to **Windows Server 2022**, improving consistency, speed, and repeatability.
- Developed and maintained **PowerShell** scripts for automation and configuration management.
- Applied **DevOps** best practices to reduce manual intervention and maintain strict security standards using **Infrastructure as Code (IaC)**.
- Supported secure, reliable **platform operations** across infrastructure and automation delivery.

Microland Limited — SME - Cloud and Datacentre

Jul 2023 - Sep 2024 | Kent, England, United Kingdom

- Managed an aging **Microsoft Hyper-V** hybrid environment across multiple remote sites connected via MPLS to AWS.
- Provided full-stack operational support across build, **Windows Server**, cloud, WAN, embedded electronics, **Cisco** and **HPE** networking, and infrastructure services.
- Supported migration to **SD-WAN** while maintaining service continuity, security, and performance.
- Resolved issues across **infrastructure layers** in a secure enterprise environment.

Morson Edge — Field Service Engineer

Apr 2020 - Jul 2023 | Europe

- Supported the introduction and operation of **Hyper-V** virtualisation across the secure environment.
- Supported the transition to **SD-WAN** networking, improving resilience across connected sites.
- Provided technical support across server hardware, **SQL**, **Active Directory**, networking, **VPNs**, printers, desktop systems, and bespoke embedded electronics.
- Troubleshoot **custom bus communications** and specialist electronic systems in a controlled environment.

Serco — Field Service Engineer

Jan 2015 - Mar 2020 | Europe

- Provided 24/7 support for fully **air-gapped systems** in a high-control environment.
- Delivered end-to-end support across server hardware, **virtualization**, **SQL**, **Active Directory**, networking, **VPNs**, printers, desktop systems, and bespoke embedded electronics.