EWAN SPARK

SYSTEMS ENGINEER / AWS CLOUD & INFRASTRUCTURE

Adelaide, South Australia • ewanspark98@gmail.com

PORTFOLIO **ewanspark.com** / LINKEDIN **ewan-spark** / GITHUB **EwanSparkDev**

PROFESSIONAL PROFILE

AWS-certified Systems Engineer with 9 years of experience supporting business-critical infrastructure across healthcare, public sector and enterprise environments. Combines Windows Server, identity, virtualisation and complex incident management with hands-on AWS serverless architecture. Experienced in infrastructure delivery, disaster recovery and stakeholder-facing technical leadership; now focused on designing secure, reliable and cost-conscious cloud solutions.

9 YEARS	AWS CERTIFIED	2 AWS BUILDS
Enterprise systems engineering	Solutions Architect - Associate	Serverless platform + live site

CORE TECHNICAL SKILLS

AWS & SERVERLESS API Gateway (HTTP API), AWS Lambda (Python), DynamoDB / Streams, S3, CloudFront, Route 53, ACM, Cognito, IAM, EventBridge and SNS; event-driven architecture and API design.

CLOUD SECURITY & DESIGN JWT authentication, role-based access, scoped IAM permissions, private S3 origins (OAC), TLS/HTTPS; failure-mode analysis, availability, scalability and cost trade-offs.

ENTERPRISE INFRASTRUCTURE Windows Server, Active Directory, Microsoft 365, Intune, VMware, Hyper-V, endpoint lifecycle, server deployment and disaster recovery.

NETWORKING & DATA SIP/VoIP, Cisco, Avaya, Wireshark, SQL Server, T-SQL; NICE Engage, Inform and CXone.

DELIVERY & COLLABORATION Incident / problem / change management, vendor escalation, stakeholder engagement, technical documentation, architecture decisions, Git / GitHub.

SELECTED AWS PROJECTS

AWS Incident Management Platform 2026 • SERVERLESS POC

Designed a secure, event-driven incident workflow to prevent lost submissions and isolate notification failures.

- **Architecture & resilience:** Built a DynamoDB-first write path using HTTP API Gateway and Python Lambda; committed an incident before returning its reference, separating the critical write from background notifications.
- **Identity & access:** Implemented Cognito JWT authorisation and employee/admin retrieval rules; configured Lambda IAM access and tested rejection and retrieval scenarios.
- **Asynchronous integration:** Connected DynamoDB Streams with EventBridge and SNS for IT notifications; documented security boundaries, failure modes and architecture trade-offs.

Explore architecture & code on GitHub

ewanspark.com | AWS Portfolio 2026 • LIVE

Deployed a public-facing portfolio with a private origin, global content delivery and custom-domain HTTPS.

- **Secure hosting:** Implemented private Amazon S3 behind CloudFront Origin Access Control (OAC), ACM TLS certificates and HTTP-to-HTTPS redirects.
- **DNS & operations:** Moved authoritative DNS from GoDaddy to Route 53, configured CloudFront aliases and preserved MX/DMARC email forwarding; selected a cost-conscious hosting model.

Visit ewanspark.com

PROFESSIONAL EXPERIENCE

Systems Engineer
2015 – 2025

SVL | Glasgow, UK

- **Business-critical systems:** Supported NICE Engage, Inform and CXone recording platforms across healthcare, public-sector and enterprise customers, where service continuity and reliability were essential.
- **Complex fault isolation:** Troubleshot Windows Server, SQL Server, SIP/VoIP and Cisco/Avaya integrations; worked across systems and network layers to diagnose and resolve production incidents.
- **Infrastructure & recovery:** Deployed and upgraded server environments, supported disaster recovery activities and executed controlled changes to customer infrastructure.
- **Customer-facing engineering:** Owned technical escalations and coordinated engineers, vendors and customer stakeholders; translated fault analysis into clear actions and progress updates.
- **Knowledge transfer:** Produced operational documentation and delivered technical training to customers and engineers to improve supportability of complex platforms.

ICT Analyst
2025 – 2026

ECH Inc | Adelaide, Australia

- **Hybrid Microsoft estate:** Supported Microsoft 365, Active Directory, Intune, Windows endpoints and networking within a large operational environment.
- **Incident & service delivery:** Investigated Level 1/2 support issues end to end, coordinating internal teams and external suppliers through escalation and resolution against service expectations.
- **Identity & endpoint operations:** Managed account provisioning, permissions, device setup and application deployment; documented repeatable troubleshooting and support procedures.

Sales Consultant
2025

2K Elevations | Adelaide, Australia

- **Client communication:** Built rapport in face-to-face consultations, explained technical and commercial product value clearly and responded to questions and objections against sales targets.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate | Certified Cloud Practitioner

MICROSOFT MCSA – Windows Server 2012

NICE NCSE | Inform Recorder R10 / NIR R9

SERVICE MANAGEMENT ITIL certified

EDUCATION & ONGOING DEVELOPMENT

SCQF Level 8 apprenticeship in Telecommunications Engineering

AWS Certified Solutions Architect – Professional (SAP-C02): currently studying; certification not yet obtained.