

Euan Fisher

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Summary

System Administrator with a lifelong passion for computing and broad experience across infrastructure, cloud, and security operations. Proven track record managing and securing client server environments at scale, with hands-on expertise in AWS, Cloudflare, OpenResty, and GitLab CI/CD pipelines. Experienced in DDoS mitigation, WAF configuration, DNS management, and large-scale cloud migrations. Strong analytical problem-solving abilities combined with a commitment to automation, documentation, and continuous learning.

Experience

September 2025 - PRESENT

Squiz - *System Administrator*

- Monitor and maintain client server infrastructure across AWS EC2 and on-premises environments, proactively identifying and resolving issues across a range of client hosting configurations
- Respond to and mitigate security incidents including botnet DDoS attacks; primary mitigation is via GitLab CI/CD pipelines (YAML) updating client Cloudflare zones, with OpenResty WAF rules deployed as a fallback when Cloudflare is unavailable or during on-call weekend coverage
- Design and deploy complete security rule sets for clients onboarding to Cloudflare Single Tenant Zones (STZ), including WAF policies, rate limiting, and client whitelist rules (e.g. VPN IP allowlisting)
- Manage DNS records and AWS services including EC2, SES, and related infrastructure; prepare environments for security audits and penetration tests
- Contributed to large-scale Squiz Cloud to AWS migration project, configuring servers into migration mode by modifying OpenResty configs and server blocks, adding reverse proxies, and preparing Cloudflare zones for cutover

September 2023 - September 2025

Daxtra Technologies - *Technical / Application Support Engineer*

- Provide Tier 2/3 technical support for enterprise software platforms, diagnosing complex issues and collaborating with engineering teams
- Identify and document software bugs, working closely with development teams to implement fixes and improvements
- Maintain and develop internal Bash, Python, and Perl scripts, contributing to automation and efficiency improvements
- Create and maintain comprehensive technical documentation, knowledge base articles, and troubleshooting guides
- Collaborate with cross-functional teams (Sales, DevOps, Engineering) to resolve technical issues and enhance platform functionality
- Achieve 50% higher resolution rate than standard through analytical problem-solving and technical expertise
- Train junior team members on technical troubleshooting methodologies and programming best practices
- Work with APIs, databases (SQL, MongoDB), and various programming environments to resolve client issues for both on-prem and cloud-hosted services

August 2008 - September 2023

ELCAP - *Support Worker*

- Working with individuals with complex needs to ensure a high quality of life.
- Communicating effectively with service users, health professionals and managerial staff.
- Working in this environment, new issues and time-sensitive problems arose frequently, requiring on the spot problem solving with no input or support from management.
- As part of a self-managing team I was responsible for the scheduling of support staff and service users, liaising between family, colleagues and other healthcare providers.

Skills

Technical Expertise

- **Operating Systems:** Advanced proficiency in Linux server administration (RHEL, Rocky9, Debian, CentOS, and openSUSE), Windows (7-11, Server 2016-2022), and macOS
- **Cloud Services & Infrastructure:** AWS (EC2, SES, S3, RDS, CloudWatch); Cloudflare (WAF, DNS, Single Tenant Zones, Rate Limiting); OpenResty/Nginx; VM deployment and management
- **Programming & Scripting:** Bash (advanced), MySQL/PostgreSQL (advanced), Python (intermediate), Perl (intermediate), Node.js (intermediate), Java (intermediate); Redis; server-side Bash scripting for automation and administration tasks
- **Network Technologies:** VPN configuration (Wireguard, OpenVPN), RDP deployment, SSH/SCP/GTP, advanced network troubleshooting, server management and investigation, and self-hosting.

Professional Skills

- Technical troubleshooting and problem-solving in high-pressure environments
- Clear documentation writing and knowledge base maintenance
- Translating technical concepts for non-technical audiences
- Training and mentoring junior team members
- Client relationship management with emphasis on clear communication

Tools & Technologies

- Ansible and Terraform for infrastructure automation and provisioning; containerisation with Docker, Podman, Proxmox
- Git version control; GitLab CI/CD pipeline authoring and management (YAML)
- Nagios, Icinga, Grafana, Prometheus, and Dynatrace for monitoring and observability.
- Ticket management systems (OTRS, Jira)
- VOIP systems (PBX and Integrated), and collaboration tools such as Teamspeak, Slack, Teams, and Zoom for both internal and client use

Projects

- Spicy USB (ongoing): Security research project exploring USB HID attack vectors (BadUSB) using Raspberry Pi Pico boards and CircuitPython, testing payload behaviour across multiple Linux desktop environments. All testing conducted on personal hardware for educational purposes.
- Breaking GitLab: Applied chaos engineering principles to a second self-hosted GitLab instance on my Proxmox machine, using a script to cause a randomised failure unknown to me. to simulate various scenarios including load stress, database corruption, and service degradation, then practising investigation and recovery without knowledge of the root cause.
- Homelab (Proxmox): Self-host and maintain a range of services on an OptiPlex running Proxmox, including GitLab, Gitea, a WebDAV server for data and note syncing, and various LXC containers and VMs for project work and testing. Accessible remotely via Tailscale, with monitoring via Prometheus, Grafana, and Nginx Proxy Manager, and mobile push notifications for container and system health. Currently extending the setup with a custom NAS build.
- Created a system monitoring landing page with SSH/VNC access capabilities using web technologies for my homelab, with secure remote access.
- Built CronGUI, a crontab GUI editor in Python to improve user experience for less technical colleagues.
- Setup OpenWrt on another OptiPlex mini-PC for added network security, monitoring, and home network isolation.
- Pi Zero IoT Mailbox Sensor: Built a weight-based mail detection system for my garage using a Raspberry Pi Zero 2W, load cells, and an HX711 amplifier, triggering HTTP webhook notifications on mail delivery. Includes temperature compensation logic and iterative sensitivity tuning for the wild Scottish weather.

Education

Ongoing personal development:

Currently studying – *AWS Certified SysOps Administrator, CCNA*

August 2004 - August 2008

The University of Dundee – *Politics and History BA Honors*

September 2014

Scottish Qualification Authority – *Health and Social Care Level 2 (demonstrates customer service excellence)*