

Paul Smurthwaite

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Profile

Technical Leader and Senior Infrastructure Engineer with over 20 years of experience implementing, securing, and optimising enterprise-scale infrastructure.

Expert in directing 24/7 operations for mission-critical estates and CNI clients, including the Ministry of Defence and EDF Energy. Currently bridging extensive Wintel, *NIX, and VMware expertise with modern Azure Hybrid Cloud architectures, leveraging Azure Arc, Terraform, and Python to automate and secure distributed global environments.

A First Class Cyber Security (BSc Hons) graduate committed to ethical standards, governance, and driving operational efficiency through data-driven automation.

Key Skills

Category	Technologies & Frameworks
Cloud & Hybrid Infrastructure	Azure (Arc, Static Web Apps), Hybrid Cloud Integration, Azure Modernisation
Automation & IaC	Terraform, Python (PCEP), PowerShell, Bash, Power Query (M), RBA
Networking	Cisco Routing/Switching, Wireless Security, Network Auditing (Scapy)
Governance/Sec	ITIL, GRC, ISO 27001, Service Transition (Project-to-Run), Risk Management
Operations	24/7 Monitoring (OpsView, Splunk, SolarWinds), Event Management, HPI Leadership

Education

BSc (Hons) Cyber Security (First Class) | The Open University

- Key Focus: Network Security, Systems Penetration Testing, and Information Security GRC.

Certification

- Azure Candidate: Currently completing the Azure infrastructure curricula with a focus on Azure Arc, IaC (Terraform), and hybrid cloud migrations (AZ-800; AZ-801; AZ-104).
 - Microsoft Certified: Azure Fundamentals (AZ-900).
 - Microsoft (MCTS): Exchange Server 2010, Windows Server 2008 Active Directory, and Network Infrastructure.
 - PCEP: Certified Entry-Level Python Programmer.
 - VMware: VCA in Cloud, Data Center Virtualization, and Workforce Mobility.
 - Leadership: Harvard Business Publishing Connected Manager.
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Professional Experience

BSc (Hons) Cyber Security University Student | The Open University, Milton Keynes

October 2019 - September 2025

- BSc (Hons) Cyber Security (First Class): Committed to a 6-year program of study (completed 2025) focusing on GRC, Penetration Testing, and Network Automation.
- Final Year Project (R&D): Developed Advancing Wireless Network Security, a modular CLI toolkit built with Python and Bash to automate security workflows.
- Methodology: Applied evidence-driven design within virtual lab environments to orchestrate open-source security tools for SME threat detection.
- Outcome: Successfully integrated 20 years of infrastructure leadership with modern, code-driven security and hybrid cloud methodologies.

Infrastructure Service Manager (CSI & Governance) | Capgemini, Remote

July 2021 - March 2022

- Process Ownership & GRC: Served as Process Owner for Continual Service Improvement (CSI) within a GRC function, supporting MoD Defence Digital.
- Service Transition: Directed "Project-to-Run" service transitions, ensuring operational stability and contractual compliance for high-assurance environments.
- System Integration: Managed process integration between client (BMC Remedy) and provider (ServiceNow) platforms to streamline service flow.
- Operational Oversight: Supervised service delivery for a security-cleared environment supporting 19,000+ UK Armed Forces users.

Infrastructure Delivery Manager (24x7 Multi-client Operations) | Capgemini, Nairn

May 2017 - July 2021

- Estate Management: Managed 24/7 monitoring and event management for a 75,000-node estate across 18+ public and private sector CNI clients, including the MoD, EDF Energy, and Heathrow Airport.
- Hybrid Monitoring: Oversaw full-stack monitoring (OS, Database, Apps) across Wintel, UNIX, and Private Cloud environments, including SCADA BMS integration.
- Automation & Efficiency: Identified manual workflows to enable Runbook Automation (RBA); utilised Power Query (M) to deliver a 12% reduction in manual effort (approx. 5 FTE).
- Leadership: Directed a 24/7 Infrastructure Operations Centre (IOC) team of 20, ensuring strict SLA/OLA adherence for mission-critical infrastructure.

Infrastructure Delivery Manager (Multi-client Server Lead) | Capgemini, Nairn

June 2015 - May 2017

- Multi-Platform Oversight: Directed BAU service delivery for enterprise estates encompassing Windows Server and *NIX environments (RHEL, SUSE, AIX, HPUX).
- Resilience & Lifecycle: Managed mission-critical clustering and HA failover solutions; led full-lifecycle Physical-to-Virtual (P2V) migrations within VMware Enterprise environments.
- Incident Leadership: Acted as technical escalation lead for High-Priority Incidents (P1/P2), coordinating resolution between internal architects and vendors (Microsoft, HPE).

Senior Infrastructure Engineer (Public-sector Server Lead) | Capgemini, Nairn

November 2014 - June 2015

- **Operational Recovery:** Led the turnaround of a high-pressure team, reducing a legacy incident backlog from 700+ to <100 tickets within 100 days.
- **Estate Oversight:** Directed 24/7 operations for a 2,500-server hybrid estate (75% Wintel / 25% *NIX), managing 100+ daily incidents including P1/P2 resolution.
- **Team Scaling:** Expanded the specialist team from 6 to 15 members, overseeing recruitment and technical onboarding to meet enterprise requirements.
- **Infrastructure Delivery:** Supported major virtualisation and refresh projects while implementing automated patching workflows for clustered environments.

Senior Infrastructure Engineer (Public-sector Server Operations) | Capgemini, Nairn

June 2014 - November 2014

- **Technical Escalation:** Acted as the primary escalation point for complex issues across Windows Server, VMware vSphere, and Citrix XenApp/XenDesktop.
- **High-Assurance Administration:** Maintained critical uptime for government and private sector estates, managing diverse Linux footprints (RHEL/SLES).
- **Modernisation:** Contributed technical expertise to hardware refresh initiatives, specifically focusing on HPE BladeSystem deployments.
- **Performance Tuning:** Diagnosed systemic infrastructure bottlenecks to enhance scalability and stability while adhering to rigorous client SLAs.

Selected Earlier Career

Senior Infrastructure & Network Engineer (Wintel) | ITP Solutions, Inverness

February 2014 - April 2014

- Delivered senior-level technical support and deployment of integrated server and network installations for SME clients, managing the full Field Service lifecycle.

Senior Infrastructure Engineer (Wintel, Exchange & VMware) | Converged Communication Solutions, Aberdeen

January 2010 - November 2013

- Led high-impact initiatives to virtualise legacy physical servers (P2V) and designed full-stack IT solutions specialising in Active Directory and Exchange migrations.
- Acted as technical lead and mentor for junior engineers, maintaining critical system uptime for global enterprise clients.

Director/Principal Infrastructure Consultant | Independent Consultancy, Aberdeen

September 2000 - January 2010

- Directed end-to-end IT infrastructure operations for a diverse portfolio of SME clients, providing "Virtual CTO" services and strategic technical roadmapping.
- Managed the complete architectural lifecycle from design to 3rd-line support, ensuring technical scalability and business continuity.