

# Luigi Gioiello

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## PROFILE

Data Centre Operations Engineer with hands-on first-line security operations experience, working a 24/7 NOC rota triaging alerts across Trend Micro, Qualys, and Alert Logic alongside VMware, Windows, and Linux infrastructure. Cyber Security DipHE graduate with an AWS Cloud Practitioner certification, currently studying for Cisco CCNA, and an active home lab where I provision infrastructure with OpenTofu and Ansible and run CI/CD checks through GitHub Actions. Methodical and structured under pressure, genuinely curious about how systems and attacks work, and committed to continuous learning across cyber, software, and data disciplines.

## EXPERIENCE

### Data Centre Operations Engineer · iomart · Manchester

Aug 2024 – Present

- Triage security alerts from Trend Micro, Qualys, and Alert Logic, validating detections with asset context, timelines, and endpoint data before escalating with clear, factual, actionable summaries.
- Investigate infrastructure issues across VMware vCenter, Windows, and Linux using targeted checks to confirm impact, identify likely cause, and decide whether to resolve, monitor, or escalate.
- Monitor and triage high-volume alerts across iomart and customer environments using Checkmk and Nagios, managing queues in Deskpro on a 24/7 rota with clear shift handovers.
- Maintain clear incident records with timestamps, checks performed, findings, and decision rationale, supporting audit requirements and reliable handovers between shifts.
- Identified stale alerts and produced a structured review list, reducing noise and improving monitoring hygiene across the team.
- Built an AutoHotkey script to automate pulling customer contact details from alert procedures during incidents, now part of my daily workflow, speeding up response and reducing the chance of contacting the wrong person.

### IT Support Technician · Gulliver's Theme Park Resorts · Warrington

Dec 2023 – Aug 2024

- Provided IT support across four sites for an estate of around 500 devices, including PCs, tills, servers, and network equipment.
- Introduced Docker to remove a legacy Windows dependency for an internal service, improving reliability and reducing operational risk.
- Diagnosed and resolved incidents affecting end users and services, prioritising by impact and urgency and escalating to an external MSP when specialist support was required.

### AWS re:Start Programme · Skills City, Salford ·

May 2023 – Oct 2023

- Completed intensive training covering AWS fundamentals, Linux, networking, and cloud security principles, leading to AWS Certified Cloud Practitioner.
- Gained hands-on experience with EC2, VPC, S3, and IAM through lab-based projects, building a working understanding of cloud architecture and security best practices.

## SKILLS

**Security:** Trend Micro, Qualys, Alert Logic, SIEM-style triage, vulnerability and detection escalation

**Infrastructure:** VMware vCenter, Proxmox VE, Windows Server, Linux (Debian, Ubuntu, Alpine), Active Directory

**Scripting & Automation:** Bash, PowerShell, AutoHotkey, OpenTofu/Terraform, Ansible, GitHub Actions (CI/CD), Docker

**Cloud & Networking:** AWS (EC2, S3, VPC, IAM), Azure basics, VLANs, DNS, DHCP, firewall configuration

**Monitoring & Documentation:** Checkmk, Nagios, Deskpro, structured incident documentation and clear technical communication

## CERTIFICATIONS

- AWS Certified Cloud Practitioner — January 2025
- Zerto Certified Associate — November 2024
- AWS re:Start Graduate — Skills City, Salford, 2023
- Cisco CCNA — currently studying (manager-supported)

## EDUCATION

**Cyber Security, DipHE** · De Montfort University, Leicester · 2016–2019

Key modules: Foundations of Computing, Incident Response and Cyber Threat Intelligence, Penetration Testing, Malware Analysis and Digital Forensics.

**Software Design and Development, Extended Diploma Level 3 (DDM)** · York College · 2013–2015

**7 GCSEs (A–C) including English, Maths and Science** · Queen Ethelburga's Collegiate, York · 2011–2013