

Euan Fisher

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Summary

IT professional with extensive technical expertise across Windows, Linux, and macOS environments, backed by over 20 years of hands-on troubleshooting experience. Currently a top-performing Technical Support Engineer at Daxtra, specializing in cloud server management, SQL database maintenance, and internal script development. My background in healthcare services provides me with exceptional communication skills and a client-centered approach that bridges the gap between technical solutions and human needs—making me particularly effective at translating complex IT concepts to end-users and delivering support with empathy and clarity.

Experience

September 2023 - PRESENT

Daxtra Technologies - *Technical Support Engineer*

- Monitor and maintain AWS hosted Linux and Windows servers working closely with our DevOps/SysAdmin team, utilising Icinga and Nagios primarily.
- Troubleshoot and resolve issues as they arise, working with various internal teams and escalating when required.
- Maintain internal documentation and company Bash, Perl and Python scripts, updating where needed, and training less experienced team members.
- Deploy, maintain and work within SQL databases.
- Cloud and container management
- Work via a ticket system and VOIP to support clients when issues with our services arise, keeping the client updated on progress and resolution.
- Contribute to and update both our in-house knowledge base wiki and client documentation as required.
- Have maintained the highest number of resolved issues while working within our SLAs, achieving 50% higher resolution rate than standard.

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:** AWS EC2, S3, RDS, CloudWatch; VM deployment and management
- **Programming & Scripting:** Bash (advanced), SQL (advanced), Python (intermediate), Perl (intermediate), Node.js (intermediate), Java (intermediate)
- **Network Technologies:** VPN configuration (Wireguard, OpenVPN), RDP deployment, SSH/SCP/GTP, advanced network troubleshooting, and server management and investigation.
- **Service Management:** Daily work with services such as OAuth and REST for client products.

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

- 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.
- Ansible for deployment automation, Containerization with Docker, Podman, Proxmox.
- Git version control and collaboration

Projects

- Created a system monitoring and access landing page on a Raspberry Pi to monitor, control, and SSH/VNC access my various machines, externally accessible via VPN. Greatly improved my efficiency of server, service and container management.
- Built a user-friendly crontab GUI editor in Python. The inspiration for this was less experienced colleagues making mistakes and struggling with the standard crontab environment.
- Setup OpenWrt on my Pi Zero 2 W for added security, as well as home network isolation.
- Configured and maintain a WebDAV server for self-hosting data and note syncing, hosted on a Pi with Apache, alongside a Gitea instance, accessible remotely through a Wireguard VPN. This allowed me to work on my projects and personal tasks on various machines, and while away from home.
- Currently building a custom NAS with touchscreen interface.

Education

Ongoing personal development:

Currently studying – *CCNA, Network+, and AWS Certified SysOps Administrator*

August 2004 - August 2008

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

September 2014

Scottish Qualification Authority – *Health and Social Care Level 2*