

CONTACT

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SECURITY CLEARANCE

eSC Enhanced

Enhanced Security Check
(National Law Enforcement)

CORE SKILLS

- Service Delivery Management
- IT Operations Management
- Stakeholder Engagement
- ITIL-Aligned Service Design
- P&L & Budget Management
- Multi-Site Team Leadership
- Cloud Infrastructure (AWS)
- Process Improvement

CERTIFICATIONS

AWS Cloud Practitioner

Achieved

ITIL v4 Foundation *Achieved*

AWS Solutions Architect

Associate - In Progress

EDUCATION

MBA

University of Essex

Anthony Pierre

MBA | eSC Cleared | ITIL v4 | .:

Service Delivery & IT Operations Professional | East Midlands | Open to Remote & Hybrid

PROFESSIONAL PROFILE

Results-driven operations and technology professional with extensive experience managing high-stakes environments, now firmly focused on a career in technology and cloud services. Currently employed within a national law enforcement agency in an eSC-cleared technical environment, with self-directed expertise in AWS cloud infrastructure, Linux systems administration, and service automation.

Holds active eSC (Enhanced Security Check) clearance. Brings a rare combination of deep operational leadership - P&L ownership, multi-site team management, stakeholder engagement at all levels - combined with genuine hands-on cloud and infrastructure capability, evidenced by an independently built, production-grade homelab environment.

Open to service management, IT operations, technical support, and cloud-adjacent roles within government, defence, or technology environments where operational rigour and security awareness are valued.

SELF-DIRECTED TECHNICAL PROJECTS

Personal Homelab Infrastructure | Cloud & Systems Engineer (Self-Directed)

2024 to Present | East Midlands

- Designed and built a production-grade private cloud environment running Proxmox hypervisor on dedicated hardware, managing 20+ LXC containers and virtual machines including media, automation, security, and AI workloads.
- Integrated AWS Bedrock (Nova Micro/Lite/Pro) for tiered AI model routing within a custom Python/Flask metrics API, with SQLite persistence and automated alerting, demonstrating real-world AWS service consumption and cost management (~0.02/month running cost).
- Developed a full-stack Android application (Kotlin/Jetpack Compose) as a homelab management dashboard, incorporating FCM push notifications, actionable alert controls, and real-time container state management, deployed to a physical device.
- Self-hosted and configured: Cloudflare Tunnel infrastructure for secure public access, WireGuard VPN, n8n automation workflows, Home Assistant, Nextcloud, Vaultwarden, Plex media stack, and a public portfolio site (Hugo/Toha) on a remote VPS.

Portfolio and source code: anthonyapierre.com | github.com/mrpierre

PROFESSIONAL EXPERIENCE

Technical Support Analyst - National Crime Agency (NCA)

July 2024 to Present (via Ten10 Academy) | Leicester, England

Employed within a highly sensitive national law enforcement environment under eSC Enhanced Security Check clearance. Role details are restricted in line with the confidential nature of the organisation; formal confirmation of employment and clearance level is available on request.

- Operated within a secure government IT service environment, supporting end-user technology across a national agency.
- Maintained compliance with stringent governmental security protocols and data handling requirements throughout tenure.
- Pursued extensive self-directed technical development outside of work hours, building cloud infrastructure, AWS-integrated systems, and software projects to develop a credible technology portfolio independently.

Technology Consultant - Ten10 Academy

January 2024 to Present | Leeds, England

- Enrolled in structured technology consultancy training programme covering IT fundamentals, ITIL service management, and professional consulting practices.
- Achieved ITIL v4 Foundation during this period.

Area Operations Manager - Emilia's Crafted Pasta

January 2021 to January 2022 | London, England

- Managed end-to-end operations across three restaurant sites, directly overseeing circa 60 employees including kitchen, front-of-house, and support staff.
- Implemented process improvements across food preparation, customer service, inventory management, and financial controls, reducing waste and improving site margins.
- Designed and delivered staff training programmes covering food safety, service standards, and operational procedures.
- Analysed sales data and customer feedback to inform menu innovation and drive revenue growth.

General Manager - Leon Restaurants

February 2016 to July 2018 | Cannon Street, London

Key Achievement: Transformed an underperforming flagship site from 38th to 2nd place nationally within 12 months through rigorous P&L management, labour cost analysis, waste reduction, and operational discipline, during one of the company's most challenging trading years.

- Took full ownership of a site with a struggling team and product issues; rebuilt operations from the ground up through careful ordering control and meticulous budgetary management.
- Managed all aspects of site leadership including recruitment, training, performance management, and stakeholder reporting.

Operations & Process Manager - Rotisserie on the Rise

September 2019 to February 2020 | London, England

- Spearheaded launch of a new concept from inception to opening: site design oversight, construction liaison, menu development, POS setup, compliance, and full staff recruitment and training.
- Established comprehensive operational systems and workflows from scratch, including inventory tracking, health & safety compliance, and vendor management.

Earlier Career (2000 to 2019): 25+ years of progressive hospitality operations leadership including New Opening Consultant roles at PizzaExpress (Fenchurch Street), Vico Restaurant (Cambridge Circus), and Gelupo (Cambridge Circus flagship). Full details available on request.