

Shay Henderson

Infrastructure & Cloud

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I keep production systems healthy and build for the web: seven years of incident response, automation, internal tooling and production frontends across Azure, GCP and Cloudflare. Open to full-time, part-time and contract work.

Experience

QA & Support Engineer · jpg.store

Sep 2022 – Jun 2026

Remote

- Production operations for a Cardano NFT marketplace with 168k+ users: healed stuck transactions, recovered crashed services, and ran the blockchain scraper with an eye on compute costs.
- GCP and Cloudflare incident response: cache management, network troubleshooting, on-chain investigation. Worked directly with the CEO, CTO and CPO, trusted with escalation calls.
- Built internal Retool dashboards for transaction healing, listings and process health; contributed design rollouts, bugfixes and features to the Next.js frontend.
- Led the migration from bespoke ticketing to Intercom: help centre, AI workflows and a chatbot deflecting 64.6% of conversations. Wrote 150+ articles read by 60k+ people a year.
- Started on weekend tickets, earned production-infrastructure access, and stayed to the final team of seven as the company wound down.

Support Engineer (Contract) · SecurityBot

Apr 2025 – Apr 2026

Remote

- Reworked GitBook documentation into a production-ready knowledge base and ran pre-release QA across two contract engagements.

Bathgate, Scotland

- Apprentice to third-line over five years at an MSP serving Scottish business clients.
- Microsoft stack end to end: Azure (VMs, storage, billing), M365, Exchange Online, SharePoint, AD, Entra ID, Intune; MFA/SSO and conditional-access rollouts, tenant setups, mailbox migrations.
- VLAN/VPN networking (Meraki, DrayTek) including the COVID remote-access push; server, DC and SQL builds, Hyper-V, Veeam DR; PowerShell against the Graph and Azure APIs.

Skills

Cloud & Infrastructure	Azure (IaaS, PaaS, identity, storage, billing) · GCP · Cloudflare (DNS, caching, security, Workers) · Vercel · Supabase / Postgres · Upstash Redis · Hyper-V · Veeam · Windows Server · Linux (Ubuntu) · VLANs / VPNs (Meraki, DrayTek)
Microsoft Stack	M365 · Exchange Online · SharePoint · Teams · Active Directory · Entra ID · Intune / MDM · MFA / SSO / conditional access
Development	PowerShell (Graph + Azure APIs) · Bash · Python · JavaScript / TypeScript · React · Next.js · Astro · Tauri / Rust · Devvit
Tooling & Observability	GitHub Actions · Git · Sentry · Metabase · Mixpanel · PostHog · GCP monitoring · Retool · Intercom + AI workflow design · AI-assisted development (Claude Code)

Education & Certifications

Diploma SCQF Level 8, Information Security · QA Apprenticeships	2022 – 2023
Diploma SCQF Level 8, IT & Telecommunications · QA Apprenticeships	2020 – 2021
HNC Computer Science · West Lothian College	2018 – 2019
GitHub Administration · Microsoft	Sep 2025 – Oct 2027
GitHub Foundations · GitHub	Mar 2025 – Mar 2028

Open source: Accepted corrections to Microsoft Learn’s official AZ-104 (Azure Administrator) and DP-900 (Azure Data Fundamentals) course repositories.