

Nick Hills

Cloud Architect & VP Technology MBCS

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Summary

Experienced methodical and practical architect, specialising in cloud services and technology, with a strong security background. Designing a global compliance and payment processing service, Nick has leveraged AWS Cloud Services to deliver the next generation of Cloud Telephony services for compliance and PCI DSS Payment services. Delivering the first QSA-Validated Global PCI-DSS Level 1 telephony and payment service platform. Utilising best of breed tools from vendors such as EMC, AWS, and Splunk, the platform is self healing, auto scaling, and highly elastic in its response to customer demands, and the needs of businesses operating in different territories, in different timezones. A strong understanding of Splunk, and a global deployment of the tool in all the regions where the platform operates, makes me an experienced Splunk architect, and user. I have presented for AWS and Splunk on best practices and sharing my experiences for both on several occasions. Specialties: Global Architecture, and Cloud Best Practices, Amazon Web Services, Splunk, Security: PCI-DSS, PSN (GCSX) CoCo, Telephony: SIP, TDM, POTS, Class4/5 Switches, Networking:TCPIP, Cisco Switching and Routing, Voice, VPN, 802.1x, BGP

Experience

Chief Systems Architect at Cognia

September 2011 - Present (3 years 7 months)

Designing and implementing cloud infrastructure to provide telephone voice and data recording for regulatory and compliance and PCI DSS payment services for contact centres and service providers. The Cognia platform is a fully redundant geo-dispersed self-healing carrier grade telephony platform running across 5 continents. Key challenges have been: - Taking the platform through QSA-validated compliance for PCI DSS Level 1, to design and build the worlds first carrier grade, global cloud telephony and payment services platform. - Designing Splunk infrastructure and applications to enable reporting and auditing for PCI-DSS and other application performance and security enhancements. - Building a self-managing infrastructure which automatically reacts to changes in usage to bring additional telephony components into and out of service as demand varies, or failures occur.

2 recommendations available upon request

Network Architect at Tandridge District Council

September 2002 - September 2011 (9 years 1 month)

Responsible for Network and System Architecture. Managed the transition from a full physical infrastructure to a virtualized server and desktop environment. Managed VOIP upgrade, and integration of telephony and messaging applications into a converged solution

I recommendation available upon request

Service Engineer at Kogo

April 1999 - September 1999 (6 months)

Customer facing support role. Desktop support, telephony & firewall management.

Projects

Presenting at AWS Summit London 2013

April 2013 to Present

Members: Nick Hills, Andrew Dunn

Presented at the AWS Summit 2013 London at the Business Design Center on the subject of "Your First Week In AWS" Slides: <http://www.slideshare.net/AmazonWebServices/bootstrapping-session-1-your-first-week-with-amazon-ec2>

PRTG Case Study

October 2012 to October 2012

Members: Nick Hills

Provided a case study for Paessler PRTG Product

Courses

Independent Coursework

ITIL V3 Foundation

CCNA

Mitel ICP System Administration

Siemens Realitis Technical Administration

In-Service Inspection and Testing of Electrical Equipment

CG2377-22

Skills & Expertise

Windows Network Administration

Red Hat Linux

Amazon Web Services

Exchange Server

Desktop Virtualization

Active Directory

Hyper-V

TCP/IP
Network Security
Network Administration
Network Architecture
Cisco IOS
CCNA
Cisco ASA
Citrix Xen Desktop
Blackberry Enterprise Server
802.1x
Mitel
Amazon Web Services (AWS)
Microsoft Exchange
VDI
Xen
ASA
Auto Scaling, Fault Recovery & Continual Business
Process
PCI DSS
PCI "in the cloud"
Splunk
SIEM
Enterprise Cloud Integration
IT Management
Cloud Computing
Integration
Enterprise Architecture
Cisco Technologies
VoIP
Infrastructure
System Architecture
Networking
Telephony
Firewalls
Security
Data Center
telecoms
sip
SIP
Telecommunications
Virtualization
Architectures
High Availability
Disaster Recovery

Education

University of East Anglia

BSc(hons), Applied Computing, 1999 - 2001

The Skinners School

3 A-Levels, 1 AS-Level, 1992 - 1999

Interests

Photography, Music, The Outdoors

Volunteer Experience

District Trustee, Webmaster, technical advisor at The Scout Association

June 2005 - Present (9 years 10 months)

THE AIM OF THE SCOUT ASSOCIATION IS TO PROMOTE THE DEVELOPMENT OF YOUNG PEOPLE IN ACHIEVING THEIR FULL PHYSICAL, INTELLECTUAL, SOCIAL AND SPIRITUAL POTENTIALS, AS INDIVIDUALS, AS RESPONSIBLE CITIZENS AND AS MEMBERS OF THEIR LOCAL NATIONAL AND INTERNATIONAL COMMUNITIES.

Organizations

The British Computer Society

June 2002 to Present

Honors and Awards

2014 European User Awards for Security: Cloud Innovation

Computer Weekly

April 2014

By applying the core tenets of true cloud computing, Cogna is transforming the cost and ease of delivering secure voice services, such as recording, analysis and payment processing for businesses of all sizes, reducing the total cost of ownership by as much as 80% and providing operational flexibility. Longbottom said: "Cogna is head and shoulders above the rest. It shows a real thought process behind how it looked at what it had created and how it believed cloud could add significant value if it could get cloud right."

Patents

Message Exchange System

United Kingdom Patent Application GB1316259.9

Inventors: Nick Hills, Andrew Dunn

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3 people have recommended Nick

"Nick is a phenomenal colleague and has transformed the systems architecture and evolved the Cognia platform into an award winning, world class SaaS platform scaled around the world (on AWS [US, EU, APAC]) all the while achieving some of the hardest externally assessed certifications like PCI-DSS etc. Nick is the core part of my dev/ops team, reliable, intelligent, inventive and collaborative with a great work ethic and awesome sense of humor. I look forward to any opportunity to work alongside Nick, a great guy to have in the trenches. "

— **Andrew Dunn**, managed Nick

"Nick is **the** best systems guy I have come across and is now permanently in my black book for future engagements. Nothing phases him, and he is equally at home configuring a Cisco router from the serial interface as he is Cloud Forming secure and scalable AWS infrastructure. Very developer centric, highly skilled and GSOH. And he's not just a back room guy - in front of customers he is convincing and thorough. An ace player."

— **Ryan Shuttleworth**, *CTO, Compliant Phones*, managed Nick at Compliant Phones

"I worked with Nick during his time at Tandridge Council. He is easy to work with and highly skilled working generally with Microsoft based infrastructure He has very good knowledge of Hyper-V, Xenapp / Desktop, SAN Storage and Networking. I would recommend Nick in any technical role as he has the ability to learn new technologies quickly."

— **Matt Thomas**, *Owner, Adapto*, was a consultant or contractor to Nick at Tandridge District Council

[Contact Nick on LinkedIn](#)