

LUKE McNAMARA

Infrastructure Engineer

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PROFILE

Infrastructure Engineer with a practical foundation in end-user computing and onsite support, now working across cloud services, DNS, security tooling, monitoring, patching, identity, networking and platform operations. Grounded in user impact, comfortable with unfamiliar systems, and focused on growing deeper capability in AWS, Azure, observability, automation and secure platform operations.

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EXPERIENCE

Infrastructure Engineer

2026 - PRESENT
CAPE TOWN, SOUTH AFRICA

Enterprise Technology Organisation

Supporting enterprise infrastructure and platform operations across cloud, security, monitoring, identity, patching, DNS and virtualised environments.

- Configure and support Cloudflare DNS, WAF, access, HTTP analytics and CDN services.
- Provide operational support across Microsoft Azure, AWS and VMware Cloud environments.
- Monitor infrastructure and service availability with New Relic and Uptime Kuma.
- Maintain endpoint-security visibility through Cortex XDR and Trend Micro.
- Administer Active Directory and infrastructure access while supporting identity workflows.
- Contribute to enterprise patch-management planning and distribution infrastructure.
- Troubleshoot DNS and support Windows Server operations.
- Manage ServiceNow request, incident and operational queues.
- Produce infrastructure diagrams, change plans and technical documentation.
- Collaborate across hosting, security, networking and application teams.

EUC Onsite Support / Cape Town EUC Lead

2023 - 2026
CAPE TOWN, SOUTH AFRICA

Enterprise Technology Organisation

Provided onsite technical support and endpoint operations for a growing enterprise environment before progressing into infrastructure engineering.

- Supported Windows and macOS endpoints, Microsoft 365, Teams Rooms and workplace technology.
- Worked with Jamf, SCCM, VPN, Wi-Fi, certificates, encryption compliance and user access.
- Managed hardware lifecycle and endpoint inventory while coordinating office connectivity.
- Led practical technical support and clear user communication in collaboration with international infrastructure teams.

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SYSTEM CAPABILITIES

CLOUD & PLATFORM // Operational AWS Azure VMware Cloud Cloudflare Cloud networking	SYSTEMS & IDENTITY // Operational Windows Server Active Directory Group Policy DNS PowerShell Microsoft 365 ServiceNow
SECURITY // Working knowledge Cortex XDR Trend Micro Endpoint security Encryption WAF Access control	MONITORING & RELIABILITY // Operational New Relic Grafana Uptime Kuma HTTP Availability Incident troubleshooting
ENDPOINT & WORKPLACE // Operational Windows macOS Jamf SCCM Teams Rooms VPN Wi-Fi Certificates	DEVELOPMENT & WEB // Developing HTML CSS JavaScript GitHub GitHub Actions Cloudflare Pages AI-assisted development

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SELECTED PROJECTS

Cloudflare-hosted Small Business Website

POC DEPLOYED // HTML / CSS / JavaScript / Cloudflare / DNS

Designed and deployed a static website proof of concept for a Cape Town Pilates business, including SEO foundations, analytics and controlled preview access.

Enterprise Patch Distribution Design

PLANNING // Azure / Patch management / Networking / System design

Contributed to planning for cloud-hosted patch-distribution infrastructure, including connectivity validation, network flows, hosting requirements and cross-team coordination.

Infrastructure Monitoring Dashboard

OPERATIONAL // New Relic / Uptime Kuma / Observability / HTTP

Created and maintained operational visibility for infrastructure and service health using monitoring dashboards and availability checks.

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CURRENT DEVELOPMENT PATH

Active focus: AWS cloud foundations, observability, Linux administration, security operations and automation with PowerShell. Planned next steps: AWS CloudOps and infrastructure as code.