

Stuart Brophy

Infrastructure Engineer specialising in Cloud, Automation, and Security.

Co. Carlow, Ireland
(086) 661-4077
Stuartbrophy157@gmail.com
github.com/SBrophy-dev
linkedin.com/in/stuart-brophy

SUMMARY

Infrastructure Engineer specialising in AWS cloud (Connect, Lambda, S3, DynamoDB, EC2) and process automation/RPA, with a degree in Cybercrime & IT Security and hands-on experience in regulated environments. Experienced delivering Python-based scripting/serverless workflows, CI/CD and IaC using Terraform and CloudFormation, plus middleware (MuleSoft/Anypoint, IBM MQ) and data protection. Strong in DevOps best practices, incident response and disaster recovery/fail-over planning, and confident leading agile ceremonies and cross-team calls.

EXPERIENCE

Unum Ireland, Carlow — Infrastructure Engineer

Jan 2024 - PRESENT

- Engineer on an Amazon Connect contact centre platform spanning 9 contact centres, developing and maintaining AWS infrastructure across Lambda (Python), EC2, DynamoDB, and S3 — proactively diagnosing production errors, optimising Lambda execution and cold-start performance, and eliminating data discrepancies across integrated cloud services.
- Delivered RPA solutions automating workflows for 600+ agents – reducing per-call handling time from ~10 mins to ~2 mins (80% reduction) through real-time PII synchronisation, and saving each agent ~15–20 minutes daily via automated system login, recovering an estimated 3+ hours of productive agent time per person per day.
- Own end-to-end incident management across cloud and on-prem platforms, resolving 30+ incidents per month — performing root cause analysis, driving fixes through test cycles, and managing all stakeholder communications; active contributor to disaster recovery planning and critical incident response.
- Serve as enterprise Application Owner and SME for Microsoft Power Automate, supporting 600+ daily users in the contact centre and additional business units; delivered a document intake automation pipeline (Azure Storage + AI classification) that improved intake processing efficiency by an estimated 30–40%.
- Contributed to a wide range of production releases across

SKILLS

Cloud, IaC, CI/CD, Linux, Networking
IAM, Incident Response, Monitoring
Automation/Scripting, Python, PowerShell, Bash
PHP, Microservices, Version Control, Databases
Middleware
Troubleshooting, Problem Solving, Communication, Agile/Scrum

Certifications

AWS: Cloud Practitioner

SAFe6: for Teams

SAFe6: Scrum Master (SSM)

Carlow Chamber: GDPR & Drafting Data Protection Policies

TryHackMe: Complete Beginner, Pre Security, Intro to Cyber Security, DevSecOps, Web Fundamentals

LANGUAGES

English & Irish

Salesforce, MuleSoft, and ServiceNow, delivering features including Outlook-integrated custom Connect views, custom interaction history (Lambda → DynamoDB), new IVRs/contact flows, automated health checks, and a custom Salesforce/Amazon Connect CCP phone integration — frequently extending beyond direct team scope to unblock delivery.

- Active member of the Security Champions programme, driving security awareness across the infrastructure team; mentored an infrastructure intern through full onboarding and represented Unum at school outreach events promoting technology careers.

CGL Retail Solutions, Carlow — *Designer & IT Administrator*

Mar 2015 - Sep 2021

- Led end-to-end client projects, combining design delivery with documentation and presentations while supporting day-to-day operations in a busy retail solutions environment.
- Managed company IT systems (servers, workstations, network and storage) and acted as Data Protection Officer, overseeing incident resolution, GDPR compliance and data protection policies.

Design North, Louth — *Jr. Web Developer*

Mar 2013 - Sep 2013

- Developed and maintained client websites (HTML, CSS, JavaScript, PHP) and supported system administration tasks (IIS, MySQL) under senior developer guidance.

EDUCATION

South-East Technological University, Carlow

BA in Cybercrime & IT Security (Grade 1:1)

Sep 2021 - Sep 2024

Carlow Institute, Carlow

QQI Level 5 in Computers & Networking (Grade Distinction)

Sep 2020 - Sep 2021

INTERESTS

Cloud Computing, Artificial Intelligence, Cybersecurity, Data Preservation, PC Building, Art & Design.