Dušan Gligorić
avid troubleshooter & automation lover

About Me

In essence he is an explorer, he likes a sturdy challenge, using his brain, and having fun while doing so. He is quite tech savvy, he has greater or lesser knowledge on most things involved in the branch, geeks out over TLS issues, 502 error codes, deployment flows gotchas, bash one-liners, parsing logs. He is in love with troubleshooting, folks call him when the going gets tough and he is thankfull for that. He is not afraid of the unknown, loves it in fact, and tends to learn stuff fast so be sure to feed him much knowledge!

Beyond Work

When not working he can be found riding his bike, cooking, having a beer with frends, giving plant care advices, plotting next big hobby, at gig, anything goes really. If he hadn't been an IT guy he would be a carpenter, he loves being crafty. People say there is a lot more to him that it meets the eye, invite him for a beer/walk/snack to find out more, first lofi joke is on him!

Life and Tech Philosophy

No such thing as random.

Contact

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Work Experience

Seven Bridges - DevOps
Sep 2019 ~

Somewhere between DevOps and Sys Admin at moments, he enjoys broad spectre of tasks that may pop up at an given time, bellow you will find sumarization attempt:
Infrastructure/Operations:
- Managing cloud infrastructure on AWS mostly, minor GCP management
- He maintains and improves Anisble, Monitoring, Docker, GitLab CI, artifact stores
- Linux system maintenance and migrations
- Experience with certification procedures and planning, such as FIPS-140
- Assists developers with debugging Python, GoLang , basic Java, issues
- Plans and deploys new services in coordination with developers/qa
Development:
- Maintains and writes new features for existing OPS homebrew services and scripts used for various deployment/operations bits and pieces in GoLang and Python
- Develops new scripts/OPS services with Python, and GoLang

Stackpath(Orange Cloud) - QA and Support Engineer II

QA Engineer   Jun 2018 - Aug 2019
REST testing using Karate testing framework:
- Implemented Karate from scratch, wrote all helper, seeding, util scripts, and most of tests
- Wrote custom coverage script in Python
Web application testing using Cypress:
[Cypress] [Percy] [minor React debugging] [minor GoLang debugging]

Support Engineer II   Jan 2017 - May 2018
Troubleshooting CDN related issues ranging from personal websites to enterprise clients.
[Linux] [HTTP] [TCP] [Nginx] [Web performance] [Parsing]
Troubleshooting and network provisioning related to DDOS prevention service, clients here are dominantly enterprise grade. Most used skilles related to this part:
- Layer 3 and 4 network troubleshoot
- Understanding DDOS attacks and how to mitigate them using TCP weights and variables
- BGP basics, provisioning and troubleshooting on JunOS

MERA - POS and Network Support for Revel POS   Apr 2015 - Dec 2016
[Python] [Excel VBA] [Wireless networks] [POS] [Payment platform]

NCR - Tech Support and Analytics

Level II Advanced Helpdesk for Walmart technicians   Oct 2013 - Apr 2015
[POS backend] [Cisco] [Various hardware]

Level II Bentonville Support Team for Walmart   Mar 2014 - Apr 2015
[Toshiba POS] [Epson office printers]

Level II Stabilization help desk for Walmart   May 2014 - Apr 2015
[MCX] [NCR self-checkout]

Business analytics for NCR, Walmart   July 2014 - Sep 2014
[VBA for Excel] [First programing experience]

* for the sake of relevance some description is reduced to tags, you can ask Dusan more about those on the interview, there is a good story for each of them

Volunteering and Freelancing

He has volunteered for multiple organisations in his early 20s, highligts being IT&Design team member for World Youth Wave[Sep 2015 - Nov 2016], and IT&Design team member for ESN:BelUpgrade[Apr 2013 - Oct 2013]. He freelanced Graphic Design during 2012-2017, he then shifted away from design to focus more on IT freelancing. Currently he cooperates with a small team and a startup helping them with linux system administration and providing DevOps assistance.

Skills && Habbits

Deployment flow	Linux administration	Delegating
Docker	GitLab	Proper documentation skills
AWS	REST based microservices	Obsesive code commenting
GoLang && Python	Full stack troubleshooting	Riding bike
AWS	HTTP+TLS	Trying new things
TCP/IP	QA testing stack	Googling