# Career Objective

A highly educated and experienced engineer with two Master degrees in telecommunications and engineering management, seeking a rewarding yet challenging career that pushes the boundaries of my advanced analytical, technical and creative skills to deliver effective value and high quality results in an innovative technology field.

# Summary of Qualifications

* Skillful in DevOps operations and system administrating in large scale and complex Linux based software systems and infrastructures
* Expert in DevOps toolchain such as Bamboo, Jenkins, Ansible, Git, SVN, Docker
* Intimate knowledge of CI and CD approaches
* Expert IT skills in Linux, UNIX, Cisco technologies, and Windows Products
* Proficient in using tools & techniques for managing changes, incidents and problems
* Cisco Certified Network Associate (CCNA) Routing and Switching
* In-depth knowledge of LAN/WAN technologies, OSI/TCP IP models, routing and switching protocols

(EIGRP, BGP, OSPF, STP, RSTP, …) , VPN, NAT, ACL

* Proficient with Matlab, Perl, Shell and MySQL
* Excellent ability to plan, prioritize tasks and work well under pressure in a fast paced environment

# Skills

**Scripting and Programming:**

Bash/Shell, Matlab, MySQL, YAML, AWS CLI, Terraform,

**Application Servers:**

Tomcat, Websphere, Weblogic JBoss

**Web servers:**

Apache, NGINX, IIS

**Tools:**

Puppet, Ansible, Ansible Tower, Bamboo, Jenkins, UrbanCode Deploy, Bluemix, Cloud Foundry, AWS, Docker, kubernetes, Splunk, GIT/GitLab/GitHub, SonarQube, NiFi, cVMware ESXi/vSphere Client/ vCloud Director, altStack, MySQL Enterprise, MySQL Enterprise Monitor, JIRA, HP Open View Service Centre (OVSC), HP Integrated Lights-Out (iLO) 2, BMC Remedy ITSM, Service-Now, Active Directory, SVN

**Networking:**

TCP/IP routing, IP Addressing/subnetting, LAN/WAN, WLAN, VLAN, DNS, DHCP, FTP, RIP v2, OSPF, EIGRP, IGRP, VoIP, ACL, VPN, NAT, L2/L3 switch.

**Telecom:**

UMTS, GSM, 3GPP, LTE, UTRAN, SGSN, GGSN, NodeB, eNodeB, BSC, MSC

**Others:**

RHEL Cluster, LVM, LDAP, LAMP, SSL, VAS/Quest, AFS, NFS, SSL, SSSD, Kerberos, iSCSI, SSH, FTP, HTTP, DHCP, SAMBA, SMTP, SNMP, NTP, Nagios

# Work Experience

## Senior DevOps Software Engineer Feb 2016 – Present

Royal Bank of Canada (RBC), Toronto, Canada

* Run Jenkins in dockerized environment per development lab requirements
* Create and provide CI/CD pipelines from development to deployment.
* Employing Agile engineering to offer distinctive support for developers and operations folks
* Automate day-to-day tasks using configuration management tools such as Ansible, Vagrant, kubernetes, etc.
* Building high-quality custom products and solutions per development team request
* Automated the whole process of deployment and configuration for Splunk using Ansible
* Automated the whole process of deployment and configuration of SonarQube in Docker container
* Automated the whole process of deployment and configuration of Edge Nodes for Hadoop cluster using Ansible.
* Develops feasibility studies and proposals on DevOps for senior management and executive decisions on large complex projects
* Performs performance tuning to improve performance across multiple systems

## Release Analyst (DevOps) April 2016 – Feb 2017

Rogers, Toronto, Canada

* Introduced a new deployment and configuration process on all Dev, QA and prod platforms using Ansible playbooks. It has improved and automated deployment practice significantly
* Wrote custom monitoring and integrated monitoring methods into deployment processes to develop self-healing solutions.
* Configure applications with Apache, NGINX, Play, Cassandra and Middleware applications such as Siteminder and WLP.
* Bamboo build-server administration. Gitlab administration and Linux RedHat/CentOS configuration
* Providing new solutions to create cloud base working environments
* Migrate existing development environments from in-house datacenter to AWS using terraform.
* Automated the process of building development environment, which include Apache, Nginx, Play server and Cassandra cache server using Ansible.
* Configured a production like environment and automated the code deployment for it for more than 30 application
* Automated the deployment process for 5 legacy QA environment using bamboo and Ansible. This procedure improved code deployment for more than 30 applications in quantity and the work efficiency.

## Team Lead, Production and Development Support August 2015 – April 2016

MobileLive (Rogers), Toronto, Canada

* Serve as a point of contact team member collaborating with Management team, technical delivery leads, and developers
* Help to establish and implement standards and guidelines
* Develop procedures for routine administration, monitoring and maintenance of infrastructure
* Develop procedures for managing infrastructure configurations to provide capacity planning and performance monitoring of systems
* Ensures potential application impacting incidents are identified and remediated prior to customer impact or remediated as soon as possible after issues arise
* Attend RCA and Problem management calls
* Make sure that implementation of incident, problem, and change management processes are followed, as it should
* Implement business continuity practices to meet high availability and mission critical business needs
* Provides training and guidance to team members
* Lead others in delivering continuous process improvement of internal procedures and practices in order to meet changing business unit conditions
* Develop and manage accesses for the team and scheduling for personnel to ensure optimal and adequate shift coverage
* Supervise assignments and tasks and make sure team members follow the right procedure

## System Administrator May 2015 – April 2016

## MobileLive (Rogers), Toronto, Canada

* Performing production support and monitoring for a premier self-serve application of the Biggest Canadian Telecom with a load of more than 1.5 million subscribers.
* Performing 24/7 on call application monitoring, troubleshooting and validation in Unix/Linux platform
* Performing Incident, Change and Problem management best practices on a day-to-day basis
* Working in a fast-paced enterprise environment and in collaboration with large number of teams, vendors to resolve incidents, co-ordinate changes and perform root cause analysis.
* Plan, manage and execute automation for 24/7 proactive monitoring
* Technical Environment: Linux/Unix, HP Diagnostics, Sitescope, CentOS, Nginx, GIT, Weblogic, BMC Remedy, Bash, RedHat, Weblogic, Apache, perfecto

## System Administrator Apr 2013 – May 2015

## NTT DATA (Morgan Stanley), Halifax, Canada

* System administrator for a large environment of RedHat & Windows 2003/2008 servers for Morgan Stanley.
* Monitor and diagnose system performance, application performance management, maintenance, incident and problem resolution, Root Cause analysis (RCA), hardware support, and administration.
* Collaborate with multiple technical and non-technical teams such as development teams, service desk and third party software vendors to implement fixes and custom solutions.
* Implement technology change management (TCM) through standardized methods and procedures.
* Respond to hotline calls and troubleshoot production requests/emergencies raised by clients, including issues concerning Linux, windows, Network, Hosts, nodes, cache, etc.
* Develop shell scripts for parsing data, monitoring and automation of tasks.
* Implement best practices for new and existing solutions.
* Administer and maintain end-user accounts, permissions, and access rights.

## Transmission Design Engineer (Contract) Jun 2012 – Dec 2012

Kordia, Sydney, Australia

* Planned and designed SDH, PDH and microwave technologies into the transmission networks
* Optimized & improved the Network quality (voice, data) for both UMTS/HSPA & GSM/EDGE networks.
* Liaised with Project Managers, Project Engineers and SMEs in understanding and designing best-tailored solutions for each site.
* Handled proper Tx documentation (E2E E1 & Ethernet traffic mapping and jumpering instructions)
* Developed a Database model for storing and logging design information.
* Developed microwave designs, using licensed and unlicensed frequencies, which support the deployment of next generation wireless broadband networks.
* Worked closely with customers to accommodate the required changes to the network.

## Network Engineer Jan 2008 – Oct 2009

Industries Management Service Center (I.M.S.C), Tehran, Iran

* Coordinated and implemented network software and hardware upgrades
* Implement and enforced existing and self-designed access control measures and policies to the company’s network
* Proactively monitored measured and reported on the health and scalability of the network infrastructure to management as network usage approaches design thresholds and take appropriate action to prevent service degradation
* Troubleshoot and resolved LAN/WAN performance, connectivity and related network problems
* Made recommendations on hardware and software procurement to support business goals
* Worked with other departments and engineering teams on group projects and implementations

## Network Support Technician (Internship) Aug 2007 – Dec 2007

CTU Co, Tehran, Iran

* Acted as a first level support resource for network (routing and switching) communication problems.
* Implemented basic configuration on switches and routers.
* Installed, programmed and tested networking hardware (wired and wireless, cabling, etc.)
* Monitored network performance and communication traffic.
* Performed data backups and disaster recovery operations.

## IT Support & Network Technician (Part-time) Sep 2001 – Jan 2006

Mega Net Co. Tehran, Iran

Demonstrated solid understanding of the following skills/languages in order to provide IT support for a growing provider of IT Support & Managed Services.

* Microsoft based server technologies – Windows 2003 Servers, Small Business Server, Exchange, Active Directory, MS SQL, and Terminal Server.
* Microsoft based desktop software - Windows Me/XP, Office 2003.
* Networking technologies – TCP/IP, LAN/WAN, firewall, xDSL, wireless and VPN.
* Hardware diagnostic skills.
* Citrix, Cisco and VMware skills.

# Education and Certifications

## Cisco Certified Network Associate (CCNA), 2015

Routing and Switching

## Master of Engineering, Telecommunications Engineering, 2010-2012

## University of Western Sydney, Australia

Thesis topic: Timing Synchronization in OFDM WLAN Systems

**Master of Engineering Management, 2009-2010**

University of Newcastle, Australia

Research topic: System Engineering Implementation

**B.Sc. in Electronics Engineering**, **2001-2008**

Azad University (Tehran Central Branch)

Thesis topic: Design of a Circuit for Magnetic Reflux Measurement Using Analog and Digital Circuits