



# BIKRAM DHOJU

SRE/DEVOPS ENGINEER

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## PROFILE

Over 5+ years experience in System Administration/ DevOps, with a keen interest in breaking the complex system into scalable simpler modules. I take observability of the system's crucial area and try to foresee any looming disaster to rectify them. I believe in DevOps as a culture and see its efficacy for business goals while maintaining integrity in the teams. I have good experience in bringing the change in work culture with principles of DevOps. I focus on the observability and scalability of the system and take it as the primal tenet for system architecture.

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## KEY SKILLS

- **Orchestration:** Kubernetes(Helm,Kustomize, linkerd, CRDs), Docker
- **IaaS:** Terraform and Ansible
- **Cloud:** GCP(GKE, Workload identity, Cloud Run, Cloud Functions, Endpoints, IAM, CloudSQL, CloudDNS, CDN, BigQuery, DialogueFlow,) and AWS (CloudFormation, VPC, IAM, EKS, Kops, ECS), AZURE
- **Configuration Mgmt:** Ansible and Puppet
- **Service Mesh:** Linkerd and istio
- **Ingress Controllers and API gateway:** Nginx & Kong
- **CI:** Gitlab CI, Github Actions & Jenkins
- **CD:** FluxCD and Gitlab Auto DevOps
- **Canary Deployment:** Flagger
- **Logging & Monitoring:** Grafana, Prometheus (Thanos) and ELK Stack, APM
- **App Deployment:** Fastlane
- **Scripting:** BASH/Go/ Python
- **Messaging:** Kafka/RabbitMQ/PubSub messaging
- **Programming:** Go, Python (Django & Flask) (NB: Familiar)

# EXPERIENCE

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## SITE RELIABILITY ENGINEER

**Key Technology:** Kubernetes, Helm, Terraform, Flux, Flagger, Ansible, gitlab-ci, ELK in cloud, Linkerd(service mesh), APM, Airflow, OpsGiene,

### Sertis Co.,Ltd., Bangkok, Thailand

(2020 May - present ) ( [sertiscorp.com](https://sertiscorp.com) )

- Run the production environment by monitoring availability and taking a holistic view of system health
- Developing CI/CD roadmap for high-frequency continuous deployment.
- Work closely with AI/MLE Engineers and Data Scientists in architecting highly available systems.
- Create REST API to ease developers to interact with infrastructure
- Architecting microservices from the monolith to a highly scalable system.
- Co-ordinate with the SRE team to build and improve platform reliability through tooling and process improvements, bringing development skills and cultural knowledge to the SRE mindset.
- Implementation of GitOps (Flux and Flagger) for loose coupling of the system components and highly reliable deployments.
- Implemented resilient and centralized, monitoring and logging system with ELK stack for high observability.
- Create horizontally scalable services with integration of custom metrics.
- Provide primary operational support and engineering for multiple large distributed software applications.
- Be the primary liaison in escalating performance issues internally and externally with 3rd party providers.

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## SITE RELIABILITY ENGINEER

**Key Technology:** GCP, Kubernetes, Helm, Docker, Terraform, Ansible, Gitlab CI/CD, Unity, dotNet Core

### The Make It, Bangkok, Thailand

(2019 Oct - 2020 March ) ( [make-a-bag.com](https://make-a-bag.com) )

- Developing CI/CD roadmap for high-frequency continuous deployment.
- Play a significant role in establishing an operational process for a fast-growing distributed cloud platform.
- Develop auto-scaling and zero-downtime pipeline
- Improve the delivery of the software system with automated CI/CD pipeline in multi-cloud environment
- Extreme use of the Kubernetes CRDs in automating and monitoring infrastructure.
- HA messaging Kafka cluster for inter-service communication.
- Seamless Anthos google provisioning for on-premise Kubernetes cluster integration with Google Kubernetes Engine cluster.
- Implement native cloud architecture.
- Implement automated tools as Fastlane to automate the build and delivery of the mobile app development.
- Implement infrastructure as a code(IaaS) with Terraform and Ansible for highly automated support.
- Implement granular monitoring of the user activities using Prometheus for pertinent business decisions.

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## SR. SYSTEM ADMINISTRATOR

**Key Technology:** AWS, Kubernetes, Docker, Cloudformation, Ansible, Gitlab CI/CD, Python/Django

### Open Learning Exchange, Nepal (2015 June - 2019 Oct)

- Creating a fully automated CI build and deployment infrastructure.
- Implementation of testing pipelines for integrating security and quality checks during development.
- Monitoring with tools as Elasticsearch, Kibana, and Logstash (ELK) for high observability .
- Orchestration of the containers in Kubernetes
- Building IT solutions, translate technical requirements, assist with all stages of test data, and perform script maintenance and updates of office servers.
- Lead strategic as well as tactical efforts to architect, implement, monitor, and improve 24/7 network operations of servers.
- Research to integrate new technology into education based on predefined constraints.
- Develop customized Linux routers and file servers.
- Developing scripts for build, deployment, maintenance, and related tasks using Jenkins, Docker, Python, and Bash
- Closely work with the partner organization, which includes OLE Intl and OLE Ghana to collaborate edtech projects manage a pool of associates and interns. Conduct workshops and training for the team.

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## SYSTEM ENGINEER

### F1Soft International Nepal (Dec2014-June2015)

- Managing and monitoring all installed systems and infrastructure
- Installing, configuring, testing and maintaining operating systems, application software and system management tools
- Walk clients through the products.
- To recommend system and bring positive change to existing infrastructure.
- Ensuring the highest levels of systems and infrastructure availability

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## EDUCATION

### BACHELOR IN ELECTRONICS AND COMMUNICATION

**Bachelor in Electronics and Communication Engineering**  
**Pulchowk Campus, IOE, TU | 2010 - 2014**  
Elective: Networking with IPv6 and Remote Sensing