IRIS JIERONG ZHENG

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SUMMARY:
5 years of experience in the Linux system and monitoring applications like Zabbix, Grafana at a global scale. Advanced knowledge of networking and open-source platforms. Monitoring over 1000 devices in global nodes across Dell, Juniper, Huawei and Cisco switch/routers and over 60 server systems.

SKILLS:
Systems|Technology
- Windows, Mac, Ubuntu, CentOS, Red Hat Linux, Amazon EC2
- Nginx, Apache, Haproxy, Tomcat, DNS, MySQL, Firewall, CDN
- Zabbix, Alerta, Grafana, Prometheus, Nagios, Cacti, Smokeping
- ELK, Splunk, Ansible, Docker, VMware, Python
- Confluence, Jira, Git
- OSPF, ACL, SNMP, SSH, TELNET, VLAN,Ethernet
- Customer Service, Troubleshooting

Languages
- English, Mandarin Chinese

EXPERIENCE:

Zenlayer   **Apr2017 – Jan2019**
Senior Network Monitoring Engineer   Shanghai, China
- Architect monitoring platforms such as Zabbix, Alerta, Grafana, Smokeping.
- Monitor global network switch/router status, all nodes traffic, and network quality.
- Set threshold for traffic, device status, and network quality according to the current situation and notify the networking team to make adjustments.
- Troubleshoot, performance tuning and security hardening for monitoring platforms.
- Use Ansible to automate, configure, and upgrade over sixty server systems.
- Backup, optimize, upgrade database.
- Provide monthly traffic reports across global network footprint for further analysis and action.
- Track record of practical problem solving on Confluence.

Jinke Inc   **Apr2016 – Apr2017**
Site Reliability Engineer   Shanghai, China
- Architect and maintain all websites of the company.
- Document processes for existing and scaling systems.
- Monitor and support production applications.
- Maintain and manage the company email system.
- Build, administer, and troubleshoot all mission critical environments.
- Maintain Git repositories for developers.

Zenlayer   **Jul2014 – Mar2016**
Network Operations Center Engineer   Shanghai, China
- Acknowledge customer issues and resolve their problems quickly and efficiently.
- Troubleshoot/fix system/network issues.
- Plan and execute cutovers to optimize network environments.
- Assist teams to deliver solutions for customers.
- Install and configure Linux systems for customers.
- Maintain and update the Cacti and Nagios system.
- Virtualize physical servers and manage them via VMware tools.
- Working with enterprise hardware vendors to fix server, networking devices problems.
- Document customer tickets into a knowledge base for internal workflows.

Got married and transitioned to the Status   **Feb2019 – Current**

EDUCATION:
- Huazhong University of Science and Technology; Computer Science, Jul2015

CERTIFICATE:
- Red Hat Certified Engineer (RHCE), Jul2015
- Microsoft Certified Professional, Mar2014