

ROBERT SMITH

Devops/Executive

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Devops with experience in development of infrastructure as code (Terraform/CNF), automation using python/bash, Cloud management, System Administration, Virtualization using vagrant, docker.

EXPERIENCE

Devops/Executive

ABC Corporation - MAY 2014 - NOVEMBER 2014

- Dealt with escalations in a timely manner.
- Ensured the issue is resolved to the business partners expectations.
- Resolved logged IT incidents in order to restore service as quickly as possible using technical knowledge.
- Escalated tickets to other technical teams as required
- Responded to logged service requests, account administration, software installations, and general application and server administration.
- Composed technical knowledge base documents to be used within the team
- Worked with external vendors to resolve service-related incidents

Devops

Delta Corporation - 2013 - 2014

- Basic knowledge in AWS design and best practices
- Basic knowledge in maintenance and support of all AWS functionality
- Basic knowledge in operational Management of AWS system
- Advanced knowledge of best practices in perimeter protection
- Familiar with ticket management systems (ServiceNow preferred)
- Familiar with monitoring systems (Cloud watch/Nagios preferred)
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- BS

SKILLS

Management, Technical Skills.