

# JALEN MAK

SYSTEM ENGINEER | COMPUTER INFORMATION SYSTEM ADMINISTRATION | BCIT

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## About Me

I am Jalen with 2 years of working experience as a system and network engineer. Enthusiastic in operation, automation, provisioning, system design, and administration. I am eligible to work full-time **without sponsorship acquisition**.

**Automation** Ansible | Terraform | Python | Bash

**Monitoring/logging Tech** Grafana | Prometheus | Telegraf | InfluxDB | Alert Manager | Loki | Uptime Kuma

**Technologies/Networking** AWS | IAM | EC2 | S3 | RDS | CloudFront | VPN | SSM | SQL | Docker | Nginx | Apache | LAMP | LNMP | Reverse Proxy | TCP/IP | VLAN | DNS | Git | Linux | Active Directory | WDS | SMTP | SAN | Windows Server Update Services (WSUS) | SCCM | IAMP | POP3 | SNMP | Syslog | NFS | FortiGate | Cisco Router/switches | Palo Alto Firewall | RHEL7+ | Ubuntu 18.04+ | Centos 7+ | Proxmox | Hyper-V | Windows Server 2016+

**Certificate** CCNA | AZ-900

## Experience

### System Analyst

British Columbia Institute of Technology

Burnaby, CA  
May, 2022 - Now

- Provided tier-1 support for 1000+ internal colleagues and students e.g. Phone-in, email, and counter support
- Maintained and updated knowledge-based articles to help team collaboration and user self-service
- Assisted in onboarding, endpoint deployment, Microsoft Windows/Mac/Cisco Jabber/Zoom support, and hardware/software /VOIP inventories management, re-imaging Lenovo laptops with WDS Server
- Managed and troubleshoot Network shared folders/OneDrive/Exchange M365/CUCM/Elucian Banner ERP System Administration

### System Engineer

2021-2022

UDomain Web hosting Company Limited

- Provisioned 60+ Linux servers with CDN Services on-Prem (ESXi) and On Cloud AWS, GCP, and Alibaba Cloud for 500+ e-commerce clients
- Designed and Implemented Tools for system automation with Ansible and Bash scripting
- Deployed Centralized monitoring and logging management system (Telegraf, Influxdb, Grafana, CloudWatch)
- Monitored and administrated virtualization with VMWare ESXi, Dell Server installation, and storage management
- Domain management on Cloudflare and Aliyun
- Provided CDN service support for clients

### Network Engineer

2019-2020

Ultra Active Technology Limited

- Provided technical audio and video conferencing support for the public utility company (CLP.HK)
- Performed operation and maintenance for Cisco VC system
- Provided software upgrade and Cisco Switch C9200&C9300 troubleshooting

## Projects

### AWS Projects

- **Highly available WordPress Application**, deployed and hosted a highly available WordPress application using EC2, ALB, RDS, Route 53, ASG, VPC, ACM, CloudFront
- **Marketing Newsletter System**, designed and implemented an E-commerce newsletter system with serverless architecture via API Gateway, Lambda, SNS, SES, DynamoDB
- **Static web hosting with geo-distributed Cache**, implemented on S3 for a static website while geo-distributed Cache with CloudFront and security setup with OAC, WAF, Route 53

### Campus Project

- Designed and implemented network topology with Cisco Routers/Layer 2&3 switches using OSPF/EIGRP/VLAN/NTP/DNS/Ether-channel/VRRP/HSRP/MST/NAACL
- Deployed Docker containers with Pi-hole, Grafana, Syslog, CheckMK, and Greylog for centralized DNS, log, SNMP, and metrics management

### Music Server – Selfhosted

- Built with setting up a Gitlab CI along with IaC Terraform and docker containers with Nginx, Navidrome, Metube and Authelia for the service stack, providing 2FA and SSO for application.

## Education

British Columbia Institute of Technology

Diploma in Computer Information System Administration

Burnaby, 2021-Now

City University of Hong Kong.

Bachelor of Engineering (Honors) in Electronic and Communication Engineering

Hong Kong, 2015-20219