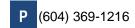
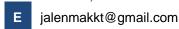


SYSTEM ENGINEER | COMPUTER INFORMATION SYSTEM ADMINISTRATION | BCIT







Burnaby, BC



https://profile.jaronity.com https://linkedin.com/in/jalenmak

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

Burnaby, CA May, 2022 - Now

British Columbia Institute of Technology

- · 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 troubleshot Network shared folders/OneDrive/Exchange M365/CUCM/Ellucian 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/NACL
- 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

City University of Hong Kong.

Burnaby, 2021-Now

Hong Kong, 2015-20219