Jerry Zheng Male 1988.03

🏢 PayPal Holdings, Inc.   📍 Shanghai Pudong

🧑‍💼 APAC DevOps Tech Lead   🖥️ 7 Years +

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📇 Summary

- My name is JERRY, I'm a Jolly, Encyclopedic, Reliable, Responsible Youngest.

- Wtih a solid 7 years of experience in administrating Windows Servers (100+ sites/6000+ servers/ 20+ global datacenters), Virtualization platforms (VMware/Hyper-V), Cloud Services(Azure), Scripting & Programming (PowerShell/ Python) and Automation/Configuration(TFS/SCCM).

- Rich experienced in researching, designing, planning, architecting, deploying, automating, configuring, monitoring IT infrastructures and systems. Original understanding in IT architecture, enjoying and be well versed at automating and scripting by PowerShell/Python.

- Effective collaborator and team player with the ability to inspire, mentoring engineers in both individual level and teamwork. Kicking the technique roadblocks in roadmap for engineers and mentoring solutions in simply way during the sprint.

- Be trained in ITIL Foundation, PMP and Agile Methodology. Skillful at project management, risk management, change management. Good at using programming thinking and shortest path instead of traditional process thinking. Highly regard "Configuration as code, Operations as a Service" theory and DevOps/SRE Methodology.

- Beginner of psychology, BI and reporting, learning to use metrics/dashboard with frontend technique to present IT System monitoring data (availability, security, scalability, etc. as-is and to-be) and resource cost (OPEX, CAPEX, etc.). Noob in CI/CD (TFS/Octopus).

- Strong and quick learner; MBTI character test result is **ESTJ**; passion, persistence and happy in technology, especially coding and problem solving; Microsoft belief and new technique lover; a buddy in Hilarious Witty character and full of real stuff in work, life and hobbies.

🎓 Education

Tongji University (2006.09 - 2010.06)

Degree: Bachelor

📜 Training & Certification

- 2007: CET-6

- 2012: MCITP Enterprise Admin Certificate

- 2014: ITIL Foundation V3 Training

- 2015: PMP Certificate

- 2016: Agile Methodology Training

- 2016: DevOps Methodology Training

🌐 Language

- English (free communication)

- Japanese (N4)

- Mandarin (mother language)

- Shanghainese (mother language)

🎮 Hobbies

Games: Three Kingdom Kill (a board game); RPG/SLG video games; Chess and Card games

Sports: Table tennis, Running, Travel

Movie/Music: American TV series, Anime and Comic, Fantasy and Myth Films, Epic Music

Others: IT new technology, Chinese poems of Tang & Song Dynasty, Reading, Parent-Child Activity

Contribution: Use LUA and Qt5 language to develop PC game (QSanguosha) Extension, MOD and

Rulebook Website with Mogara team

✕ Skills

Operations Skills:

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- OS: Windows

- Virtualization: VMware, Hyper-V, Docker

- Cloud Computing: Azure

- Front-End: IIS, Apache, XAMPP, SSL, Web Service, HTTP

- Backup: Veeam, Symantec Backup Exec

- Monitoring: SCOM, Cacti, Foglight

- Network: DNS, DHCP

- Configuration/Deployment: SCCM, Octopus, Sequence, GPO, WSUS, Jenkins, DFS

- Mail: SMTP, Exchange

- Infrastructure: Active Directory, Office 365, Exchange

- Scripting: PowerShell, Python, Batch

- Others: Disaster Recovery, P2V, Troubleshooting, Automation

Development Skills:

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- Language: PowerShell, Python, LUA

- Front-End: HTML, CSS, JavaScript, ajax, jquery, json, bootstrap, PHP, SOAP, REST, XML, PhotoShop

- Database: MSSQL

- Collaboration: Github, TFS

- Tools: Notepad++, Sublime Text 3, Visual Studio, PowerBI

Business Skills:

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- Teamwork: Team Player, Technical Consulting, Solutions Architect, Mentoring, Business Negotiation

- Management: Project/Change/Risk/Configuration Management, Vendor Management

- Methodology: ITIL, PMP, Agile, DevOps(CALMS), Operations as a Service, Infrastructure as a Code

💼 Career

2016.03-Now	**PayPal Holdings, Inc.**		
2017.01 – Now	**APAC DevOps Tech Lead / MTS I**	**GET-Ops IEO&SDE**	

Responsibility
- Developing and scripting automation tools with **PowerShell, Python, Batch** language by **Visual Studio, TFS** collaboration software, to make everything automated in Operations.
- Providing/Delivering Advice & Consultant for Operation Engineers (**ITIL)**
- Delivering **Agile/PMP/DevOps** methodology and best practices definition/identification, working out Operations standards and alignments
- New technology share such as F5, Cloud, HTML5, etc.
- Assign daily tickets with PM, attend weekly war room meeting, follow development process, function achievement and release date (**Project Management**)
- Training Operations Engineer PowerShell, automation and development skills

Projects

VM Zero Touch Provision Tool

To speed-up daily operation, Ops team needs an automation tools to zero touch provision VM in VMware

- Research user story, learn TFS/SCCM/VMware API
- Test requirements in QA environment
- Release to production and debug, increase functions one by one
- Transferring from manual to zero touch automation, engineer saves 3.5 work hours each server

Decom Portal

To speed-up server decom operation, Ops team needs an automation tools to decom servers

- Team decide to use web portal tools in plan phase
- Using XAMPP+CSS with PowerShell to decom server
- Release and maintenance web portal, one engineer saves 3.5 work hours each server

VMware Monthly Report

Manager team need to collect VMware data report monthly to calculate budget and resource usage.

- Using PowerCli to pull data from Vcenter and write to Microsoft SQL
- Using PowerBI with MSSQL to create reports and dashboards (including multi-dimension data)
- Using PowerBI digging function and script to discover data details

Responsibility

- Administrate global server infrastructure across multiple locations (a scope of 100+sites/20+DataCenters/6000+servers) core services including Hypervisors, AD/DNS
- Manage huge virtual environment including VMware/ESX/Cisco UCS/Dell VRTX
- Deploy and configure servers with TFS collaboration software
- Routine Administrating systems monitoring, security, service anomaly detection, log management, firewalls, anti-virus software, etc.
- Understand latest Web applications, Web Services, Service Oriented Architectures and of network/web related protocols
- Resolve CORP server infrastructure problems and changes according to best practices and enterprise standards
- Handle routine tickets, maintain current systems. Troubleshoot issues as they arise
- Take a 7*12 on-call rotation to respond emergency alarms

Projects

Upgrade 8 datacenters from VMware 5.5 to 6.0

Using auto-deploy function to upgrade in batch

- Learn deployment document and best practice
- Using PowerShell script to simulate auto-deploy in QA environment, troubleshoot problems
- Upgrade in production environment

HP Server Warranty Checking with Web Crawler (about 1000 SN)

HP server warranty will expire soon, manager team needs to compare the budget of warranty renewal with new purchasing

- Using PowerShell/Python to web crawl and get HP website warranty time
- Calculate renewal budget and compare with new purchasing for each server

Enterprise IT Monitoring BI Solution

Manager team needs an enterprise monitoring BI solution with visible function to check current server status, capacity, scale, DR, etc.

- Compare Dell Foglight/PRTG/SCOM/Zabbix, and arrange POC test
- Manager team decide to use Foglight finally; plan, build, deploy, configure Foglight server
- Export and email data report weekly, replace current script report

2015.10-2016.02	**Spreadtrum Communications, Inc.**	
Sr. Infrastructure Architect	**R&D Infrastructure**	SPREADTRUM®

Responsibility
- Manage and maintain global AD architecture with about 5000 people and 15 sites, DNS/FTP/DHCP/GPO

- Maintain about 1500 users on a VDI platform, VSphere, Vcenter and ESXI

- Using PowerShell to automate deployment and management, promote global operations engineers scripting and automation skills

- Attend project meeting, report project process, arrange and follow project schedule, resource and requirements (**Project Management**)

Projects

Build SCCM

Exchange server upgrade to 2013, need to push Outlook 2013 clients to workstations. Patches and other software will also be pushed in the future

- Build, deploy, configure SCCM server, site border, distribution server and ensure software installation file is pushed successfully

- Cooperate with network and email administrator to open ports and permissions, monitor outlook is pushed to workstations.

- Using SCCM to collect report so that manager team have visible business data, obtain awards by IT director

VDI Deployment Phase 3

Long term project, unified manage user accessing R&D resources and save workstation budget

- Deploy and configure VMware Horizon View servers and clients, build VDI desktop (about 1200)

- Investigate pilot user experience, apply to production environment

- 1200 Users need 2 PC clients to access OA and R&D data previously, they only need 1 PC currently, saved 50% budget, obtain awards by IT director

EFS Enterprise File Sharing

There are lots of security policy and limitation between OA and R&D networks, different sites engineers have problems to transfer their files, IT need to work out a solution to resolve this road block

- Compare IBM Aspera and Signiant, build POC test environment

- Cooperate with vendor to investigate pilot user experience

- Provide report function to make data visible for manager team

- User save 2 work hours every day, 7 times transfer speed as previous tool

2013.04-2015.10	**Microsoft (China) Co., Ltd.**
2015.01-2015.10	**DevOps Tech Lead** **CTP Tools Team**

Responsibility
- Review Dev team change and release update by TFS Collaboration software regularly and arrange engineer to deploy (**Change Management**)

- Design and develop patch update tool and integrate with SCCM and SCOM

- Attend meeting with American Experts regularly to learn new topology, architecture and their decommission and tech refresh

- Handle bug submitted by Operations engineers

- Attend weekly war room meeting, follow development process, function achievement and release date (**Project Management**)

Projects **Develop Auto Patching & Deploying Tool**

Using PowerShell with few C# to develop auto patching and websites new builds deploying tool, integrated with Octopus, SCOM, SCCM

- Investigate Operations engineer user stories, design tool architecture

- Using Octopus, System Center components API, imitate SCCM OSD Sequence tool

- Collect submit bug from Operation engineers, debug tools and release new version and feature

Develop Log Index Tool (LogIndexer)

As so much Frond-End and Back-End servers, Operation team needs a smart tool to analyze, filter and optimize logs

- Investigate Operation engineers user stories, design tool architecture

- Imitate Splunk, build tool on Azure

- Using HTML5/CSS, create simple website to smart analyze logs

2013.04-2014.12	**Sr. SRE II** **CTP/SDE**

Responsibility
- Manage and maintain Office 365 and Azure platform 8 global datacenters (about more than 1500 Front-End and Back-End servers including QA, Production, DR environment)

- Apply patch in one shot and website new build deployment weekly, update certs regularly

- Maintain F5 network sites configuration

- Build and maintain Hyper-V, SCVMM and VMs

- Write, renew and manage technical documents

- Handle temporary and urgent jobs

- Take a 7*24 on-call rotation to respond emergency alarms

Projects **Transfer Physical Server to VM (P2V) / Transfer VM to Cloud (V2C)**

To save budget and reduce manual work, migrate all Front-End servers from physical to VM then to Azure

Build DFS Server

Build DFS Server to sync data to global datacenter distribution points.

2010.04-2013.04	**Wall Street English Education (Shanghai) Co., Ltd.**
2011.04-2013.04	**Infrastructure Architect IT Infrastructure**

Responsibility

- Manage China AD architecture of company (more than 70 sites, 300 servers), including DNS, IIS, FTP, DHCP, GPO, VBS, PowerShell Script deployment and management

- Manage and maintain about 4000 users' mailboxes in Microsoft Exchange and junk mail firewall

- Manage and maintain virtual environment VMware/ESXI/Vcenter

- Initial, plan, operate, complete all project documents, technology documents and reports

- Manage primary server disaster recovery

- Mentor helpdesk engineers' questions, train VBS, Batch script automation and AD/DNS/DHCP/GPO/Exchange infrastructure skills

Projects

Upgrade Exchange Server 2003 to 2010

Exchange 2003 can't meet the business requirements and user amounts, server need restart regularly and no redundancy, needs to be upgraded to 2010

- Take part in Exchange 2010 training, compose the proposal PPT, apply for budget

- Build QA environment to test upgrade

- Release to production environment

- Provide DR and redundancy solution

- Decom old server, write document, share knowledge and end project

Upgrade AD Forest, Domain Schema 2003 to 2008 R2

Tech refresh

- Build QA environment and test upgrade, resolve issue during test

- Release to production environment, promote/decom production domain controller, upgrade domain schema, check DNS/DHCP/GPO component is working, keep monitoring and mitigating issue.

- Write technology document, share knowledge, end project

AD Domain Controller Disaster Recovery Solution

AD domain controller have no redundancy, IT needs to provide DR solution

- Build a same AD architecture in QA environment

- Simulate disaster scenario, perform migrate and fix, estimate issue range and recovery time

- Create standby DR environment, one-way sync data from production to DR.

- Write technology document, share knowledge

| 2010.04-2011.03 | **Helpdesk Support Supervisor** | **IT Ops** |

Responsibility

- Manage East China Region (Shanghai, Hangzhou, Qingdao) more than 2000 workstations, 200 servers and AD Servers, DNS/IIS/FTP/DHCP

- Daily support for user workstations, laptops and POS machine, printers and office software

- Deploy server room, clients, network on site before new school opening

- Complete the task from Infrastructure team

- Train the new company staffs in IT fields