

# Aleks Dushaj

## DevOps Engineer



(586) 873 7259



aleksdushaj.me



aleksdushaj@outlook.com



/in/aleksdushaj



adushaj

## Technical Skills

### Programming

HTML • CSS • JavaScript

SQL • PHP • Node.js • Git

Powershell • Bash • Python

### Software

MS Office • VS Code • Xcode

Active Directory • LDAP

AWS • VMware • Azure

Salesforce • Zendesk • JIRA

Ansible • Jenkins • Chef

### Operating Systems

Windows 7 & 10 • Server 2016

MacOS • Ubuntu • CentOS

## Education

**BSc., Information Technology** (GPA: 3.4)

Specialization: System Administration

Oakland University

2016 - 2018 | Rochester, MI

## Experience

Jan 2019 -  
Present

### DevOps Engineer

Ford Motor Company

- Conduct FMEA testing on next-gen datacenter leaf layer switches
- Developed internal web portal for inventory tracking and project management
- Migrated virtual TFTP servers to physical infrastructure while automating the backup and compression of network configs
- Audit and procure access to Splunk
- Implement change controls to F5 load balancers, primarily the copy of SSH keys
- Completed failover conversion of primary Syslog-ng host to secondary node

May 2018 -  
Dec 2018

### Implementation Specialist

365 Retail Markets

- Provide client support and technical issue resolution via email or phone for pre-live locations
- Diligently manage client cases within Salesforce/Zendesk and communicate any perceived delays to management upon identification
- Configure Cisco Meraki cloud-managed routers
- Configure self-service kiosks in accordance to customer's order
- RMA processing, preparing shipments for new parts, following up and processing return items, and coordinating billing

Aug 2016 -  
April 2018

### Student Helpdesk Technician

Oakland University

- Install hardware, software and device drivers on standalone PCs
- Test computers peripherals, hardware and software to ensure that they are working appropriately
- Acted as a technical resource for user's computer problems by phone, email and in person
- Analyze and troubleshoot network authentication issues
- Maintain documentation of technical maintenance procedures and general help documents

May 2017 -  
Aug 2017

### IT Intern - Stryker Sustainment

General Dynamics Land Systems

- Responsible for creating 53 procedures documenting routine duties in inventory/demand forecasting
- Configured web-hosted forecasting tool to utilize single-sign on through Active Directory
- Participated in early proof of concept negotiations in robotic process automation
- Briefed executive leadership on summer internship deliverables
- Configured Automation Anywhere test environment with credential vault and developed proof of concept demo

Feb 2016 -  
Aug 2016

### System Operations Intern

MSGCU

- Administer the daily/monthly/annual operation schedules for the core mainframe and interfaces including imaging technology
- Provide system and interface support to departments ensuring problems are solved without significant interruption to services
- Lead Symitar patch code review, testing, and documentation
- Ensure the off-site storage of credit union data
- Oversee the Episys patch and release information process to business partners

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## Projects & Extracurricular

Jan 2018 -  
Apr 2018

### Developer - Front & Back-End Systems

Oakland University

#### Tech2Check - Technology Rental Service

- Online service used to provide college students with a web-based application as a convenient tool in their search for the appropriate equipment needed for any project or assignment
- Created with Bootstrap for a modern and responsive design along with AJAX/JQuery, allowing the webpage to manipulate content without having to refresh the browser
- Server-side scripting is designed in PHP and MySQL to allow encrypted transmission of personal user information, including password hashing

Feb 2019 -  
Present

### Homelab

Ann Arbor, MI

- Home sandbox environment designed to educate myself in enterprise technologies, manage and monitor LAN clients, and provide entertainment services to family and friends
- Network Hardware: Netgear R6700 serving as wireless access point and DHCP server, Ethernet clients are connected to UniFi US-8 Switch
- Specs: AMD Ryzen 5 1600 6core/12thread CPU, 16 GB DDR4 RAM, 1x240gb SSD, 2x4TB HDD
- Host OS: Proxmox
- Services/Roles: Plex, UniFi Controller, Ansible, PiHole, DiscordJS Bot, Splunk, NAS