# Amith Hossain

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## SUMMARY

Experienced DevOps / Production Engineer with **7 years of proven expertise** in maintaining high availability systems and critical software development within distributed, ultra low latency environments. Skilled at designing and developing complex python **workflows**, **automations**, **monitoring** and **observability** solutions.

## EXPERIENCE

### DevOps / Production Engineer
*Susquehanna International Group*

Oct 2023 – Present

*Dublin, Ireland*

- Proactively monitored and resolved production issues within low latency trading environment comprising **10 global regions** and **100+ bare metal hosts**. Specialized in **network** connectivity, **server** outages, and **software** crashes
- **Drove implementation a cross-site multicast UDP messaging solution** between London and Dublin, involving IP registration, PCAP setup, collaboration with networking for VLAN and NIC configuration, and development of Python scripts for publisher/subscriber testing and validation
- Took **ownership** and delivered on DevOps and infrastructure requirements to commence trading on **3 new exchanges** overcoming complex roadblocks through cross-functional collaboration.
- Streamlined software deployments using Octopus Deploy **reducing software deployment times by 15 mins**.
- Utilized **Ansible** across trading environment eliminating configuration drift and consistent deployments.
- Designed and Developed complex data pipelines and automations using Apache Airflow and Python **eliminating 4 hours of manual weekly toil**.
- Developed web dashboard in **Python (Flask)** enabling **observability** over failed workflows.
- Developed custom **REST API** endpoint **monitoring** solution with content-based alerting.
- Refactored **20+ legacy automations**, improving functionality and reliability.
- Maintained code base utilising **version control** best practices and code reviews with asynchronous tools such as Jira, Confluence, and GitLab.

### Site Reliability Engineer
*ServiceNow*

Sep 2021 – Oct 2023

*Dublin, Ireland*

- Carried out testing and QA **70+ automations** for new data center rollout resolving bugs and resolved blockers completing all requriements **3 weeks ahead fo schedule**
- Took **initiative** to explore and evaluate an existing underused automation platform. **Created proof of concept** and collaborated with fellow engineers, leading to reduction in monitoring noise.
- Maintained databases and web servers which consisted of load-balancing, upgrades, performance, migrations, backups, restores and manual configuration changes following ITIL practices.
- Drove resolution of incidents and escalations related to customer ServiceNow Instances.

### Senior Technical Support Engineer
*VMWare*

Oct 2018 – Sep 2021

*Cork, Ireland*

- **Managed escalations** from Microsoft and Google engineers on their respective VMware cloud platforms.
- **Promoted twice within 3 years** to a senior position by vastly exceeding expectations set by management.
- Resolved technical issues with VMWare products such as VCF, vSphere, vCenter.
- Engaged engineering teams to resolved bugs encountered and advocate for new features required by customers

## TECHNICAL SKILLS

**Languages**: Python, Go, Powershell, Bash, SQL, HTML/CSS
**Tools**: Git, Apache Airflow, Ansible, Jira/Confluence, Octopus Deploy
**General**: Networking, Windows, Linux, Software Development, Automations, APIs

## EDUCATION

### Trinity Collleg Dublin
*BScc Electronic Engineering*

Dublin, Ireland

*Sep 2014 – May 2018*