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 **200+ bare metal hosts**. Specialized in **network** connectivity, **server** outages, and **software** crashes
- 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 into 250+ reconciliation workflows**.
- Developed custom API endpoint monitoring and alerting solution for a critical time sync service on **35 hosts split between Chicago and Frankfurt**.
- Planned and executed migration to .NET 8. Developed ansible playbook and installed .NET 8 across **300+ Prod and Dev hosts**. Deployed and tested new versions of **16 Trading Apps**. Collaborated with Traders to seamlessly switch over with minimal downtime
- Refactored **20+ legacy automations**, improving functionality and reliability.
- Maintained code base utilizing **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 of **70+ automations** for new data center rollout resolving bugs and blockers completing all requirements **3 weeks ahead of 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 College Dublin
BSc Electronic Engineering

Dublin, Ireland

Sep 2014 – May 2018