

Alireza Kaftoosian

INFRASTRUCTURE Engineer

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Summary

I am a self-taught SysAdmin/infrastructure Engineer.

I love co-work with developers in process of getting the applications from development to production, From setting up developer friendly platforms to getting them to a Highly available automated Production and monitoring to assure the overall reliability of product delivered to customers, while trying to keep it as simple and actionable as possible. I am keen to learn about new technologies and constantly improve previous work.

I prefer to understand the problems and then start to systematically solve them with a broader vision and deeper understanding.

Work experience

System Administrator

2024 - Now

Ultrahost

- Technical Achievements:
- Architected and implemented a high-availability infrastructure, designing and deploying redundant systems to ensure uninterrupted service and minimal downtime.
- Optimized server performance by implementing performance tuning techniques, improving response times and resource utilization by [percentage].
- Successfully implemented robust security measures, including firewalls, intrusion detection systems, and encryption, to protect sensitive data.
- Managed complex server migrations, successfully migrating critical systems to new hardware or cloud platforms with minimal disruption.
- Automated system administration tasks by developing scripts and automation tools, streamlining routine tasks, increasing efficiency, and reducing errors.
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- Team and Leadership Achievements:
- Mentored junior system administrators, providing technical guidance and training to develop the skills and knowledge of team members.
- Improved system uptime by [percentage] through proactive monitoring and troubleshooting.
- Reduced operational costs by implementing cost-saving measures through hardware and software optimization, resulting in [amount] savings.
- Developed and implemented comprehensive disaster recovery plans, ensuring business continuity in the event of a system failure.
- Successfully managed multiple projects simultaneously, demonstrating strong project management skills by delivering projects within budget and deadlines.

Technical Lead

2023 - 2024

Featmate

- Technical Lead, 2023 - 2024 Featmate, Technical Achievements:
- Designed and implemented a groundbreaking RMM feature that significantly enhanced the platform's capabilities and user experience.
- Architected a scalable and resilient RMM infrastructure, ensuring high availability and the ability to handle increasing workloads and user demands.
- Implemented agile methodologies and DevOps practices, reducing the RMM software development lifecycle and accelerating development and deployment cycles.
- Conceptualized and developed innovative R&D solutions that addressed customer needs and filled market gaps.
- Optimized system performance, reduced resource consumption, and enhanced user experience through performance tuning and code refactoring.
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- Team and Leadership Achievements:
- Recruited, developed, and mentored a high-performing R&D team, fostering a collaborative and innovative work environment.

- Introduced agile methodologies and tools to improve communication, teamwork, and project delivery.
- Successfully delivered multiple RMM and R&D projects within budget and timeline, exceeding customer expectations.
- Implemented efficient development processes, tools, and automation, increasing team productivity and output.
- Built strong relationships with stakeholders, ensuring alignment and project success.

Infrastructure Engineer

2021 - 2024

Maral Host

- Collaborated with a highly skilled team to build and provision new customer solutions, ensuring the timely delivery of high-quality infrastructure services.
- Provided second-level support to customers via phone and email, resolving complex issues and ensuring customer satisfaction.
- Acted as an escalation point for Managed Hosting Technicians, providing guidance and support in their professional development.
- Diagnosed and resolved complex issues that fell outside of standard fault and configuration requests, conducting extended investigations and implementing remedial actions.
- Ensured the maintainability, supportability, and documentation of new solutions by creating, executing, and documenting test plans.
- Performed system administration and maintenance tasks, ensuring the stability and optimal performance of infrastructure systems.
- Liaised with third-party suppliers when necessary, effectively managing relationships and coordinating support activities.
- Participated in the 24x7 call-out and standby rota, ensuring prompt response and resolution of critical incidents.

Linux Hosting Engineer

2018 - 2020

Dadevarzan

in Dadevarzan i have two main responsibility :

1- leading of other technical teams in partner companies (remote or with telephone):

- choosing the best solution about internal Datacenter and hosting
- choose the best solution about international hosting
- finding a good solution about DDos attacks
- setting up CDNs like cloudflare and ArvanCloud
- providing best solution about server Backup
- Provide advice and guidance to personnel on WHMCS settings
- Provide advice and guidance to personnel on WHM-Cpanel and directAdmin settings

2- Installing and configuring Linux server for customers (always Remote) including:

- Examining the network problems and the reasons for the lack of access or slowness of users to work with the website
- Optimize server settings with DirectAdmin or cpanel to increase performance
- Exploring the cause of the high consumption of server resources and optimization to reduce consumption

Server and Network Admin

2017 - 2018

Tejarat Consultant ENGs.

- Installed and configured computer networks and systems, ensuring seamless connectivity and optimal performance.
- Identified and resolved issues with computer networks and systems, minimizing downtime and maximizing productivity.
- Consulted with clients to understand system requirements and designed customized solutions to meet their needs.
- Assembled new systems, ensuring compatibility and functionality of hardware and software components.
- Maintained and upgraded existing software and hardware, keeping systems up-to-date and efficient.
- Collaborated with IT support personnel, providing technical assistance and troubleshooting network or hardware problems.
- Managed and maintained Bank servers, ensuring their smooth operation and security.
- Ensured clear and effective communication with team members and clients, avoiding technical jargon for better understanding.
- Diligently proofread all documentation and reports, ensuring accuracy and professionalism.

DataCenter Engineer

2016 - 2017

Niloo Tile industrial Co.

- Server Monitoring
- Managed and resolved technical support requests to 3rd party vendors
- Responsible for contacting 3rd party vendors regarding service contract repairs.
- Implemented planned maintenances for hardware replacement or upgrades required for the Service Routers and Data Center servers.
- Performed Windows 2008 Server upgrades on Data center Servers, and the imaging and network configuration for RHEL 5.0 Database servers.
- Maintained and updated Accounting database
- Deployed, configured, and maintained network equipment that supported LAN/WAN activities.

Embedded Devices and IOT project Engineer

2015 - 2016

Daneshjookit Institue

- Designed and implemented software for embedded devices and systems, ensuring efficient and reliable operation.
- Developed, coded, tested, and debugged system software, ensuring high performance and functionality.
- Analyzed and enhanced the efficiency, stability, and scalability of system resources, optimizing overall system performance.
- Collaborated with hardware design and development teams, ensuring seamless integration of software and hardware components.
- Assessed third-party and open-source software, identifying and incorporating relevant solutions to enhance system capabilities.
- Maintained clear and concise documentation, facilitating ease of understanding and knowledge transfer.
- Ensured consistency and clarity in all communications, avoiding technical jargon for better understanding by non-technical stakeholders.
- Diligently proofread all documentation and code, ensuring accuracy and reliability of work.

Education

Bachelor's degree

Software Engineering

Pre University Degree (Theoretical Mathematics and Physics)

High School Diploma (Theoretical Mathematics and Physics)

Skills

Linux/Unix Administration



automation, scripting, maintaining servers, troubleshooting, up and running services, Virtualization, Containerization

Microsoft Administration



implement cloud-optimized technology solutions using a single Microsoft product

INFRASTRUCTURE



Firewalls, CDN, Backup solutions, Monitoring

Network/Server



TCP/IP, passive, Cisco Troubleshooting, Hp server Maintainig

Applications



Familiar with: Docker, Ansible, Kubernetes, Chef, puppet, OpenStack
Worked with: Git, Nginx, Apache, Vbox, vmware, Esxi

Languages



Python, Bash, PHP, HTML, C++

