

Alex Potapov

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Summary

Highly accomplished Senior CloudOps Engineer with extensive experience in designing, implementing, and optimizing robust cloud and on-premise infrastructures.

Proven expertise in ensuring the stability, performance, and security of mission-critical environments through advanced administration, automation, containerization, and comprehensive monitoring.

Adept at troubleshooting complex real-time issues, driving efficiency, and fostering strong collaboration and documentation practices

Skills

Scripting: python, bash

Cloud infrastructure: AWS, Azure, Cloudflare, GCP

Infrastructure as Code: Terraform, Terragrunt, CrossPlane, Helm, Ansible, CloudCustodian

Containerization: Kubernetes (EKS, GKE, AKS), Docker, DockerCompose

CI/CD: Github Actions, Azure DevOps, ArgoCD, CircleCI, Jenkins, Spinnaker

AI & Development Tools: AI-Assisted Development: (Cursor), Software Implementation (AI-driven), MCP Server Deployment & Management

Monitoring: Prometheus, Datadog, Grafana, Pingdom, Honeycomb, Cloudflare, Snyk

Incident management: PagerDuty, OpsGenie

Logs management: SumoLogic, Graylog, Logstash

Databases: MySQL, PostgreSQL, AWS Aurora, MS SQL, mongoDB

Virtualization: VMware, Hyper-V, Xen, VirtualBox, RHEL KVM

Backup environments: Veeam, VDP, Microsoft DPM, Symantec

Network tracing tools: netstat, traceroute, ping, WireShark

Operating Systems: Linux (Ubuntu, CentOS, RHEL), Amazon Linux OS, Mac OS X, Windows (Server 2003-1909, XP-10), VMware ESX Server,

Experience

FedEx DataWorks (and ShopRunner LLC) (November 2020 – Present)

Senior CloudOps Engineer III | Jan 2022 – Present

Senior Cloud Engineer | Dec 2021 – Jan 2022

Cloud Engineer | Nov 2020 – Dec 2021

Key Technologies: AWS, Azure, Cloudflare, Jenkins, Spinnaker, GitHub Actions, ArgoCD, Kubernetes, Helm, Docker, Terraform, Terragrunt, CrossPlane, Prometheus, Grafana, DataDog, PagerDuty, CloudCustodian, Pingdom, Python, Bash

Key Responsibilities & Achievements:

- Spearheaded end-to-end AI-powered software development projects, from initial complex task decomposition to step-by-step implementation guide creation (including module design, integration and testing), utilizing AI-assisted development tools like Cursor.
- Deployed and managed Model Context Protocol (MCP) servers to facilitate seamless integration of AI models with external tools and data sources, significantly enhancing AI system capabilities and real-world interaction.
- Architected and implemented scalable CI templating solutions using GitHub Actions, supporting continuous integration for hundreds of production organization repositories.

- Developed and optimized robust Jenkins and GitHub Actions pipelines, significantly improving automation across development, testing, and software release/fix integration processes.
- Collaborated closely with external service APIs to implement advanced ChatOps and GitOps automations, streamlining CI/CD workflows.
- Ensured the continuous health, optimal performance, and high stability of complex cloud-native systems and servers.
- Proactively troubleshoot and resolved critical production issues, coordinating with development teams to optimize code deployment and streamline workflows.
- Conducted in-depth code analysis and provided detailed reviews to development teams, leading to marked improvements in applications and timely project completion.
- Designed, developed, and implemented critical software integrations based on user feedback, enhancing system functionality and user experience.

Renessans-Roaming Ltd (August 2019 – November 2020) – DevOps Engineer

Main tools&qualification:

- GCP, AWS, VMware
- Jenkins, Gitlab CI, Travis CI,
- Docker, Kubernetes, Terraform, Ansible, Prometheus, Helm, Zabbix, Packer
- python, bash, powershell

Main responsibility and tasks:

- Responsible for tools that automate the development, testing, and integration of software releases/fixes.
- Responsible for releasing new versions containing new features across the organization and making sure those releases are stable.
- Responsible for continually monitoring the product's (system's) health and security once the updates are deployed.
- Responsibility for analyzing production errors to define and create tools that help mitigate problems in the system design stage and applying user-defined integrations, improving the user experience.
- Responsible for identifying changes that are necessary to maintain optimal system performance while liaising with management to successfully target and deploy solutions.
- Apply cloud (AWS, GCP, Azure) computing skills to deploy upgrades and fixes.
- Collaborate with team members to improve the company's engineering tools, systems and procedures, and data security.
- Conduct systems tests for security, performance, and availability.
- Develop and maintain design and troubleshooting documentation.

STEP Ltd (June 2013 – August 2019) – *Senior System Administrator.*

Main tools&qualification:

- VMware on-prem, Windows Server, GCP, AWS
- Docker, Docker Swarm, Terraform, Ansible, Zabbix, Packer
- VMware vSphere, VMware ESXi, MS Hyper-V, Veeam B&R
- Exchange, AD, GPO, DNS, Cisco, SCCM, SfB
- Powershell, python, bash,
- Jenkins
- Firewalls: pfsense, Kerio, iptables

Hardware Products:

- Servers (PowerEdge R7xx, R4xx), Cisco (Catalyst 2xxx, 3xxx, ASA 55xx), HP servers (C7000 enclosures, Proliant DL 365/385), Intel Servers

Main responsibility and tasks:

- Built from ground up full server infrastructure for the company of 400+ users.
- Work with CEO and CIO to provide guidance and execution on the product roadmap
- Integration of AWS, Azure services in enterprise environment
- Performed duties of CIO for 9 months (in 2018)
- Manage and maintain team's workflow process, lead the team of 4 system administrators in main office and 3 system administrators of remote branches
- Drove the initiative to switch from few physical servers to HA VMware multicloud geo-allocated infrastructure
- Created a multi-node infrastructure centered in the main office and centralized management of all branches, with distance between nodes up to 6,000 miles.
- Developed, deployed, and maintain Windows/Linux systems, DNS, DHCP, Active Directory, and other core infrastructure components in a global enterprise environment
- Installation, tuning, maintaining and upgrade of monitoring solution (Zabbix)

ProInfoService LLC (*February, 2012 ~ June, 2013*) – *Outsource System Administrator*

- Managed, configured, troubleshooted and supported all internal servers and/or network appliances/equipment and backups of all clients
- Scaled the existing infrastructure according to increasing or decreasing usage
- Expanded Nagios monitoring from 40 to 300+ monitoring checks for clients environments
- Provided prompt response, escalation and real-time troubleshooting of critical issues around the clock
- Introduced and documented operational standards for server deployment; documented operational procedures and runbooks for existing infrastructure and its functions

Genpodryadnaya companya LLC (*December, 2008 ~ February, 2012*) – *Junior System Administrator*

- Installed, configured, and maintained IT infrastructure for clients including servers, storage, virtualization, and network solutions
- Provided technical support to STEP employees
- Installed equipment and application software
- Provided day to day support and troubleshooting for production and test hardware, OS, software, and operations issues
- Basic Active Directory administration

Certifications and courses

2017 – Microsoft #20740

2018 – Microsoft #20742

2018 – RH124, RHEL7

2019 – RH134, RHEL7

2019 – Cisco ICND1 Interconnecting Cisco Networking Devices v 3.0

2019 – Cisco ICND2 Interconnecting Cisco Networking Devices v 3.0

2020 – Zero-To-Mastery Academy Python Courses

2021 – AWS DevOps Engineer

Education

2006-2010 SPBGUAP – 2201 Computer Systems and Networks

References available upon request