Arman Sheikhhosseini

DevOps Engineer

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Professional Summary

DevOps engineer with 6+ years of experience focused on reliable, scalable AWS platforms with Infrastructure as Code (Terraform, Ansible), containers (Docker, Kubernetes), and CI/CD (Jenkins, GitLab). Delivered 60% faster provisioning, 25% lower MTTR via Prometheus/Grafana observability, and sustained 99.9% uptime supported by automated backups and disciplined incident response. Strong Bash/Python automation with a networking foundation from NOC operations; security-minded and currently an M.Sc. Cybersecurity candidate at Politecnico di Torino.

Experience

DevOps Engineer, Torob   Nov 2022 – Present

- Provisioned and deployed highly available AWS infrastructure (EC2, VPC, IAM, Redshift, EBS, RDS, Route 53) using Terraform, enhancing scalability and reliability while reducing provisioning time by 60%.
- Implemented automated backup and recovery processes utilizing AWS Backup and Amazon S3 versioning, ensuring data integrity and availability in compliance with industry best practices.
- Deployed and automated configuration management using Ansible, streamlining setup across environments and eliminating repetitive manual tasks.
- Optimized system monitoring and alerting with Prometheus and Grafana dashboards, achieving a 25% reduction in mean time to resolution (MTTR) and enabling proactive incident handling.
- Automated daily infrastructure tasks using Rundeck, encompassing AWS service management and backups, thereby improving operational efficiency and consistency.
- Containerized services with Docker, accelerating deployment cycles and simplifying environment management.
- Developed scripts in Bash and Python for system automation, reducing manual errors and saving developer hours.
- Administered Jenkins CI/CD pipelines, performing routine maintenance, updates, configuration, and cloud configuration tasks.

Network Operations Center Engineer, Shatel   Jul 2020 – Sep 2022

- Utilized PRTG and Zabbix to monitor network performance, achieving a 95% proactive issue resolution rate before end-user impact.
- Configured and optimized routers to ensure 99.9% network uptime, enhancing overall service reliability.
- Employed SolarWinds for in-depth network traffic analysis, identifying and mitigating bottlenecks, leading to a 30% reduction in downtime.
- Coordinated with cross-functional teams to resolve network incidents promptly, minimizing service disruptions and maintaining customer satisfaction.
- Maintained comprehensive network documentation and incident reports, ensuring compliance with internal standards and facilitating continuous improvement.

Technical Support Specialist, Shatel   Jun 2018 – Jul 2020

- Resolved an average of 50+ technical support tickets per week, maintaining a 95% customer satisfaction rating.
- Conducted regular system and software updates, preventing potential downtimes and enhancing system performance by 20%.
- Collaborated with cross-functional teams to identify and resolve recurring technical issues, leading to a 30% reduction in repeat tickets.

- Maintained comprehensive documentation of technical issues and resolutions, streamlining knowledge sharing and reducing resolution time by 15%.
- Utilized remote support tools like Zendesk and TeamViewer to troubleshoot and resolve customer issues efficiently.

Education

Politecnico di Torino, Master's in Cybersecurity (Candidate)   Sep 2024 – Jul 2026
Azad University, Bachelor of Computer Software Engineering   Sep 2018 – Apr 2018

Skills

Skills: Cloud computing expertise; Web server management (Apache, Nginx); CI/CD practices (GitLab, Jenkins); Container orchestration (Docker, Kubernetes); Infrastructure as code (Terraform, Ansible); Scripting (Python, Bash); Monitoring solutions (CloudWatch, Prometheus, Grafana); AWS services (EC2, VPC, S3, RDS, Lambda); Unix/Linux administration.

Certifications

Cisco Certified Network Association Security (CCNA)   •   Linux Professional Institute LPIC-1   •   Linux Professional Institute LPIC-2
Microsoft Certified Systems Administrator (MCSA)   •   CompTIA Security+   •   Certified Kubernetes Administrator (CKA)   •   AWS Certified DevOps Engineer

Languages

English: Fluent   •   Italian: Intermediate