

# ARNOLD BEN

Cloud Infrastructure Engineer | DevOps Engineer

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LinkedIn



GitHub



Portfolio

## SUMMARY

Analytical, solution-driven, certified Cloud Engineer with over 16 years of experience in building and maintaining cloud-based solutions and infrastructures. Proficient in utilizing a wide range of tools and technologies, including AWS and Terraform, to ensure seamless deployments and optimal system performance. Adept at identifying and resolving complex technical issues to minimize downtime and enhance reliability. Collaborative team player with a strong commitment to improving system resilience and efficiency. Seeking a dynamic role that implements Agile best practices to drive operational efficiency while ensuring high availability, performance, and security within a forward-thinking organization.

## TECHNICAL SKILLS

AWS | VPC | EC2 | S3 | CloudFront | EFS | RDS | IAM | Security Group | AMI | ALB | ASG | Certificate Manager | Route 53 | DynamoDB | ECR | ECS | CodeBuild | CloudWatch | Lambda | Azure | Virtual Machine | Azure Functions | Blob Storage | Azure Files | Virtual Network | Load Balancer | Azure Active Directory | Azure Resource Manager | Azure Virtual Desktop | VMware | Terraform | Ansible | Docker | Git | GitHub | Bash | PowerShell | Python | Jenkins | Vault | Jira | HTML | CSS | Linux | Windows | Visual Studio Code | Draw.io | Visio

## PROFESSIONAL EXPERIENCE

**CLOUD TRANSF. AND ARCH. ASSOCIATE MANAGER** | Accenture, Inc. | Taguig, NCR Aug 2018 – Jan 2021

Accenture, Inc. is a global leader in consulting, technology services, and digital transformation, partnering with organizations to navigate complex challenges and drive innovation in a rapidly evolving business landscape.

- Successfully piloted Azure Windows Virtual Desktop, acquiring valuable insights and enabling its integration into our service portfolio, expanding offerings, and enhancing client solutions.
- Developed Terraform, Bash, and PowerShell scripts for automated deployments, resulting in workload reduction and streamlined deployment processes.
- Designed, implemented and supported a resilient backup infrastructure with multi-site NetBackup Domain on RHEL servers, ensuring 99% backup success rate and seamless data protection across geographically distributed sites.
- Produced, delivered, and maintained documentations aligned with document control standards maintaining a 98% accuracy rate contributing to streamlined processes and improved internal knowledge sharing.
- Actively engaged in business discovery and technical discovery assessments, contributing to a 20% reduction in project timeline by ensuring accurate requirements analysis and seamless alignment between client needs and technical solutions.

**ITO SERVICE DELIVERY CONSULTANT III** | DXC Technology | Taguig, NCR Mar 2012 – Mar 2018

DXC Technology is a multinational IT services company that specializes in modernizing and optimizing IT systems, data architectures, and cloud solutions for global enterprises.

- Managed and supported enterprise storage infrastructure consisting of multiple storage frames and fiber channel switches across different accounts ensuring uninterrupted operations and contributing to a 99% uptime rate.
- Executed a successful project orchestrating the migration of storage from one frame to another using VPLEX mobility, resulting in a 20% reduction in operating costs and uninterrupted service continuity.
- Conducted comprehensive disaster recovery exercises to validate the effectiveness and reliability of the disaster recovery plan, ensuring a recovery time objective (RTO) of less than 4 hours and minimizing potential downtime.
- Efficiently reclaimed storage resources from decommissioned servers, resulting in a 30% reduction in data center footprint and associated costs after transitioning applications and infrastructure to a cloud-based solution.
- Proficiently resolved storage-related issues and implemented standardized storage practices across all components, resulting in streamlined operations, enhanced data management and 20% decrease in incident response time.

**STORAGE ADMINISTRATOR** | Accenture, Inc. | Quezon City, NCR Oct 2006 – Mar 2012

Accenture, Inc. is a global leader in consulting, technology services, and digital transformation, partnering with organizations to navigate complex challenges and drive innovation in a rapidly evolving business landscape.

- Executed the migration of VMware Storage Infrastructure from Clariion CX3-80 to CX4-480 frame seamlessly transferring critical data and workloads, exceeding project timelines, minimizing disruptions, and ultimately enhancing storage performance by 20%.

PROFESSIONAL EXPERIENCE CONTINUED

- Effectively implemented the deployment of 2 Cisco MDS 9513 Director Switches and seamlessly migrated SAN disks and backup connections from McData to the Cisco Director Switches, resulting in a 30% increase in data transfer speeds, significantly improved network reliability, and a substantial enhancement in overall system performance.
- Led the backup policy compliance and reconciliation project overseeing a comprehensive review of backup schedules and procedures of over 400 Windows Server clients, achieving a 20% increase in backup policy compliance within 1 month, ensuring data security, operational resilience, and disaster recovery readiness for the entire client base.
- Successfully resolved backup issues that were preventing reliable backups to maintain the service level measure of 98+% successful backups for all clients, contributing to improved data availability, maintaining operational continuity, and ensuring compliance with stringent backup requirements.
- Implemented significant improvements to the backup report worksheet, reducing manual workload by 40% and significantly expediting the reporting process, leading to quicker and more efficient task completion, improved team productivity and the reallocation of resources for more strategic initiatives.

IT SYSTEMS SUPPORT | Ivoclar Vivadent, Inc. | Calamba City, Calabarzon

Apr 2004 – Jul 2006

Ivoclar Vivadent, Inc. is a globally recognized leader in dental innovations, specializing in providing advanced dental products, equipment, and solutions that drive excellence in patient care.

- Provided frontline helpdesk support services to end users for all IT systems, consistently achieving a high satisfaction rate of 95% through prompt issue resolution and effective communication, ensuring seamless operations and enhanced user experience by addressing technical concerns in a timely manner.
- Supported implementations and installations of systems by consistently adhering to prescribed operating procedures and guidelines, attaining a 100% compliance rate with established protocols, contributing to the seamless integration of new systems and minimizing operational disruptions.
- Strategically planned and executed multiple hardware deployments, ensuring smooth transitions during facility moves, resulting in a 30% reduction in overall hardware footprint and contributing to a cost-effective and efficient relocation process.
- Executed a successful full-scale platform migration, ensuring zero downtime during critical business hours, seamlessly transferring data and services, completing the migration ahead of schedule and minimizing disruption to operations.
- Developed and implemented custom programs such as product barcode generator, employee attendance system and other ERP related modules using MS Access and SQL, resulting in a 25% reduction in data processing time and enhanced accuracy across the system.

EDUCATION

BACHELOR'S DEGREE | Computer Engineering | Don Bosco Technical College | Mandaluyong, NCR

1998 – 2003

PROFESSIONAL DEVELOPMENT

AWS CLOUD AND DEVOPS BOOTCAMP 2023 | AOS NOTE | aosnote.com

2022 – 2023

A cloud mentorship program that provides training through hands-on experience with DevOps tools, Cloud services and processes such as CICD, Git, GitHub, Terraform, Ansible, AWS, Linux, Docker, Bash, Python, Data migration, etc.

CERTIFICATIONS

HASHICORP CERTIFIED: TERRAFORM ASSOCIATE   Hashicorp   Validation	2020
AWS CERTIFIED SOLUTIONS ARCHITECT - ASSOCIATE   Amazon Web Server   Validation	2020
MICROSOFT CERTIFIED: AZURE FUNDAMENTALS   Microsoft   Validation	2020
EMC INFORMATION STORAGE ASSOCIATE 2   Dell Technologies   Validation	2013
CISCO DATA CENTER STORAGE NETWORKING SUPPORT SPECIALIST   Cisco   Validation	2010
MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR: WINDOWS SERVER 2003   Microsoft   Validation	2006
MICROSOFT CERTIFIED DESKTOP SUPPORT TECHNICIAN: WINDOWS XP   Microsoft   Validation	2005
MICROSOFT CERTIFIED PROFESSIONAL   Microsoft   Validation	2005