



# Owen Valentine

## Systems/Network/Cloud/DevOps Engineer

Seasoned Software Development-adjacent Systems/Network/Cloud/DevOps Engineer, most recently at Snapt. Skilled at Systems Design, Consultation, Technical Support, Technical Documentation, Technical Training, Linux System Administration, Virtualization Technology, Containerization and Infrastructure as Code.

📍 Cape Town, South Africa

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🌐 [owenvalentine](#) (LinkedIn)

🐙 [chessmango](#) (GitHub)

## Work

### IT Systems Engineer

**Snapt** · Snapt provides high performance software ADCs, including load balancing, WAF, GSLB and web acceleration for improved availability, performance and security.

Nov 2020 – Present

- Trained and upskilled technical and non-technical staff alike on various cloud platforms, technologies and trends
- Created and maintained an automation framework with Terraform, to provision ephemeral, short-lived demo environments for customer ease
- Co-developed a logical load testing framework to certify Snapt software releases and guide marketing and product development
- Spearheaded move towards containerization and refactoring of Snapt software components, to avoid dependency hell and provide consistency across environments
- Fostered increased infrastructure-as-code adoption and focus - Terraform, Ansible, Jenkins
- All-rounder: handled internal and external technical queries/needs/improvements across the board - including invoicing systems, security consultation services and customer deployments

## Cloud Support Engineer

**Amazon Web Services** · Amazon Web Services offers reliable, scalable, and inexpensive cloud computing services. Free to join, pay only for what you use.  
Jun 2019 – Oct 2020

- Pioneered the AWS Premium Support Andon Program (PSAP) in Cape Town
- Trained >80 engineers globally on Docker, containerization and ECS/Fargate
- Maintained a perfect customer satisfaction record
- Became a go-to engineer (in a team of >60) for all in-domain topics and many extra-domain topics in short time
- Member of ECS (Elastic Container Service) and CloudEndure support operations teams

## Senior Systems/Network Engineer

**Umanix** · Umanix is a small but above-weight-punching Managed Service Provider specializing in Linux, virtualization and cool internet tech  
Feb 2018 – May 2019

- Managed, maintained and improved full tech stack (Hypervisor cluster, LXC, Nginx, Wildfly/Java, MySQL) for a large-footprint Business Management Platform SaaS provider
- Set up and maintained Umanix's helpdesk system, running Zammad, a Rails app with PostgreSQL and Elasticsearch
- Drove company direction and strategy
- Oversaw the work and training of three technicians, serving as an escalation point

## System Administrator

**Huge Networks** · Huge Networks is a national Internet Service Provider, providing ADSL, Fibre and Wireless access at various levels, with an enterprise/telecoms focus  
Feb 2016 – Jan 2018

- Deployed, maintained and improved a number of POP3/IMAP/SMTP servers, as well as LAMP hosting infrastructure
- Managed and maintained RADIUS and proxy RADIUS servers for DSL realms and other PPPoE uses

## Technical Support Agent

**Huge Networks** · Huge Networks is a national Internet Service Provider, providing ADSL, Fibre and Wireless access at various levels, with an enterprise/telecoms focus  
Aug 2015 – Jan 2016

- Handled technical calls and emails from customers, covering all services provided by Huge Networks
- Installed wireless/fibre equipment and handled technical support at customer sites

## System Administrator

**Hudson Park Primary School** · Hudson Park Primary School is a prominent Eastern Cape institution, educating >1000 students annually  
Mar 2012 – Jul 2015

## Volunteer

## IT Technician

**Cambridge Primary School**  
Jun 2010 – Feb 2012

## Certificates

## AWS Certified Solutions Architect - Associate

Issued by **Amazon Web Services**  
Oct 2019

## CKA: Certified Kubernetes Administrator

Issued by **The Linux Foundation**  
Nov 2021

## Skills

### DevOps

Terraform Docker Kubernetes  
Ansible Jenkins Packer  
HashiCorp REST

### Systems Engineering

Networking Load Balancing  
Web Applications Apache  
Nginx MySQL Python PHP  
SMTP POP3 IMAP

### Linux

Red Hat RHEL CentOS  
Rocky Linux Ubuntu Kernel  
Troubleshooting

### Cloud Architecture

AWS Azure GCP  
DigitalOcean Linode OCI  
VPC ECS EC2 RDS  
ElastiCache Fargate  
Multi-cloud

## Languages

### English

Native proficiency

### isiXhosa

Limited working proficiency

### Afrikaans

Working proficiency