



# Owen Valentine

## Cloud/DevOps Engineer

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

📍 Cape Town, South Africa  
✉ [owenvalentine@gmail.com](mailto:owenvalentine@gmail.com)  
🔗 [remount.ro](https://remount.ro)  
🌐 [owenvalentine](#) (LinkedIn)  
👤 [chessmango](#) (Keybase)  
🐙 [chessmango](#) (GitHub)

## Work **Hosting Platform Engineer**

[xneelo](#)

Aug 2023 – Present

## Software Engineer: DevOps

[Entersekt](#)

Jan 2023 – Jun 2023

I was part of the DevOps team at Entersekt, responsible for CI/CD, packaging and related infrastructure, with focus on PCI compliance and artifacts. This involved Kubernetes, GitLab, Xray and an internal BDD framework based on Cucumber.

## DevOps/Test Engineer

[Snapt](#)

Apr 2022 – Aug 2022

Establishing this role at Snapt, I initially focused on manual product testing and began to set up automated pipelines before the company shut down. This involved Docker/Compose, GitHub and CircleCI.

- Established manual testing procedure for Snapt products
- Managed and owned non-production infrastructure - including Nginx/PHP-FPM, InfluxDB, Redis and PostgreSQL

- Created and maintained API and product documentation on various platforms
- Provided third-line assistance to support engineering

## IT Systems Engineer

**Snapt**

Nov 2020 – Mar 2022

In this role at Snapt, I bolstered pre-sales engineering and drove automation and infrastructure-as-code initiatives. This involved Terraform, Ansible and Packer.

- 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 and CI/CD adoption and focus - Terraform, Ansible, CircleCI
- 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**

Jun 2019 – Sep 2020

My role at AWS was to resolve customer support queries, focusing on large enterprise customers with complex environments.

- 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**

Feb 2018 – May 2019

My role at Umanix was mainly focused on a single customer, managing their entire software infrastructure. This involved Proxmox, LXC, Wildfly and MySQL.

- 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

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

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

Mar 2012 – Jul 2015

## Volunteer

### IT Technician

Cambridge Primary School

Jun 2010 – Feb 2012

## Certificates

### CKA: Certified Kubernetes Administrator

Issued by The Linux Foundation

Nov 2021

### AWS Certified Solutions Architect - Associate

Issued by Amazon Web Services

Oct 2019

## Skills

### DevOps

Terraform   Terragrunt   Docker  
Kubernetes   Ansible   CircleCI

### Systems Engineering

Networking   Load Balancing  
Web Applications   Apache

Packer   REST   Sentry  
GitLab CI

Nginx   MySQL   Python   PHP  
SMTP   POP3   IMAP

## Linux

Red Hat   RHEL   CentOS  
Rocky Linux   Ubuntu   Debian  
Kernel   Troubleshooting

## Cloud Architecture

AWS   Azure   GCP  
DigitalOcean   Linode   OCI  
VPC   ECS   EKS   Fargate  
EC2   RDS   ElastiCache

## Languages

### English

Native proficiency

### Esperanto

Working proficiency

### Afrikaans

Working proficiency

### isiXhosa

Limited working proficiency