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 Technology, Containerization, CI/CD and Infrastructure as Code.

- Cape Town, South Africa
- owenvalentine@gmail.com
- remount.ro
- owenvalentine (LinkedIn)
- chessmango (Keybase)
- chessmango (GitHub)

Work

DevOps/Test Engineer

Snapt · Snapt builds high performance software ADCs, comprising load balancing, WAF, GSLB and web acceleration for improved availability, performance and security.
Apr 2022 – Aug 2022

- 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 · Snapt builds high performance software ADCs, comprising load balancing, WAF, GSLB and web acceleration for improved availability, performance and security.
Nov 2020 – Mar 2022

- 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 · Amazon Web Services offers reliable, scalable, and inexpensive cloud computing services. Free to join, pay only for what you use.
Jun 2019 – Sep 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/ B2B 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 B2B 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

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   Docker
Kubernetes   Ansible   CircleCI
Packer   HashiCorp   REST
Sentry

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

Afrikaans

Native proficiency

Esperanto

Working proficiency

Working proficiency

isiXhosa

Limited working proficiency