



OWEN VALENTINE

SYSTEM/NETWORK/CLOUD/DEVOPS ENGINEER

ABOUT

Seasoned Software Development-adjacent System/Network/Cloud/DevOps Engineer, most recently at Snapt. Skilled at Consultation, Technical Support, Technical Documentation, Linux System Engineering, Virtualization and Technical Training

WORK EXPERIENCE

Snapt

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

 <https://www.snapt.net>

November 2020 – Present

IT Systems Engineer

Highlights

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

Amazon Web Services

Amazon Web Services offers reliable, scalable, and inexpensive cloud computing services. Free to join, pay only for what you use.

 <https://aws.amazon.com>

June 2019 – September 2020

Cloud Support Engineer

Highlights

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 basically any topic in short time

Member of ECS (Elastic Container Service) and CloudEndure support operations

Umanix

Umanix is a small but above-weight-punching Managed Service Provider specializing in Linux, virtualization and cool internet tech

 <https://www.umanix.co.za>

February 2018 – May 2019

Senior System/Network Engineer

Highlights

Managed, maintained and improved full tech stack (Hypervisor cluster, LXC, Nginx, Java, MySQL, LXC) for a large-footprint local BI SaaS provider

Set up and maintained the company'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

Huge Networks

Huge Networks is a national Internet Service Provider, providing ADSL, Fibre and Wireless access at various levels, with an enterprise/telecoms focus

 <https://www.hugenetworks.co.za>

February 2016 – January 2018

System Administrator

Highlights

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

Huge Networks

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 <https://www.hugenetworks.co.za>

August 2015 – January 2016

Technical Support Agent

Highlights

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

JustHost

March 2013 – June 2016

Owner/Founder

Founded and ran a small shared hosting business for >3 years. A small number of very happy customers

Hudson Park Primary School

Hudson Park Primary School is a prominent Eastern Cape institution, educating >1000 students annually

 <https://www.hudsonpark.co.za>

March 2012 – July 2015

System Administrator

VOLUNTEER

Cambridge Primary School

 <https://www.cambridgeprimary.co.za>

June 2010 – February 2012

IT Technician

ITEC

 <https://www.itec.org.za>

March 2013 – June 2019

📍 CONTACT

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🌐	https://remount.ro
in	LinkedIn owenvalentine
🔑	Keybase chessmango
🐙	GitHub chessmango
👤	Reddit chessmangoo

🎓 EDUCATION

2019 2019

Amazon Web Services

🌐 <https://www.credly.com/badges/4ff8f581-2114-47a5-8f73-c7b0cf3e2b63>

🎓 AWS Certified Solutions Architect - Associate

Information Technology

Grade: 924/1000

2004 2008

Cambridge High School

🌐 <https://cambridgehs.co.za>

🎓 National Senior Certificate

☰ SKILLS

DevOps **Professional**

Terraform

Docker

Kubernetes

Ansible

Jenkins

Packer

HashiCorp

REST

System Engineering **Expert**

Networking

Load Balancing

Web Applications

Apache

Nginx

MySQL

Python

PHP

SMTP

POP3

IMAP

Linux **Expert**

