

SHANNON SMITH

HEAD OF DEVOPS

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SUMMARY

DevOps head with application and DevOps experience, with over 14 years in the Telco and Aviation domains across onsite and offshore projects. Handled clients in the US, South Africa, the Maldives, SL, India, China and Europe.

TECHNICAL SKILLS

Microservices Architecture	Stakeholder Management	Strategic Planning
Kubernetes / Docker	Risk & Issue Management	CICD, Grafana, Log analysis
.EKS, ECS, EC2, Security	Team Coordination	SQL and No SQL Databases

PROFESSIONAL EXPERIENCE

Head of DevOps (July 2025 - Present) | TravSIM Germany

- Design end-to-end DevOps architecture aligned with business goals
- Define CI/CD, infrastructure, security, and observability standards
- Choose appropriate cloud, container, and automation platforms
- Implement Infrastructure as Code (Terraform, CloudFormation, Pulumi)
- Architect CI/CD pipelines (GitHub Actions, GitLab CI, Jenkins, Azure DevOps)
- Implement automated build, test, security scanning, and deployment
- Enforce version control, branching, and release strategies
- Design container platforms using Docker and Kubernetes (EKS, AKS, GKE)
- Track KPIs and report results to the CEO.
- Led talent acquisition, retention, and development of the team, where the team size grew.

Software Architect- Application and DevOps | Singapore Airlines (July 2024 - July 2025)

- Design HLD and LLD to comprehend microservice architecture using Kubernetes.
- Developed enterprise web applications using ASP.NET Core
- Migrated legacy monolith to .NET Core and Azure, reducing hosting costs by 30%.
- Design API's using python open API and deploy a caching mechanism using Redis and a persistent DB using Postgres.
- Effectively test API's for performance and scalability.
- Design CI/CD pipelines using GitHub Actions, Jenkins, and Argo CD.
- Design unit testing and integration testing to check code functionality.
- Manged communication between team and external stakeholders.

Cloud Solutions Architect | Huawei (2022 July - 2024 - July)

- Architect, Design robust cloud platforms using AWS, Huawei Cloud, Azure.
- Select appropriate AWS services based on requirements (compute, storage, networking, databases)
- Design Multi AZ, Region Disaster Recovery solutions.
- Implement High availability(HA) for high-performing applications and Infrastructure.
- Set up effective Storage solutions and encryption methods.
- Cloud solution evaluation for vulnerabilities and hardening using best practices.
- Cloud native solutions owner for micro services (Docker, Kubernetes, EKS, AKS).
- Cloud migration on AWS, Azure, and Huawei Cloud (Lift and Shift, Manual Migration)
- Implement multiple cloud security mechanisms (MFA, RBAC, Least privilege model, Security Groups, and NACL).
- Overseen end-to-end operations of the project and team management.

Senior Consultant | Virtusa | MTN South Africa (2019 July - 2022 - June)

- Team Lead for Mobile Number Portability addressing automation on the Porting In/ Port Out Process.
- Maintained and enhanced existing .NET applications.
- Extensive knowledge on Mobile Number Portability.
- Develop and Implemented application library solution using Docker,
- Developed API calls for log monitoring.
- Report Automation.
- Process streamline and Manual task automation using python and Java.
- Ensure to maintain the SLA of requests and Incidents.
- Implement housekeeping activities using shell scripts.
- Implementation of multiple dashboards and portal for process monitoring.
- Automation using python and shell scripting.
- Assistance in Deployments.

Consultant | Virtusa | MTN South Africa (2011 July - 2019 - June)

- Team Lead for Mobile Number Portability addressing automation on the Porting In/ Port Out Process.
- Tech Lead.
- Ensure to maintain the SLA of requests and Incidents.
- Implement housekeeping activities using shell scripts.
- Implementation of multiple dashboards for process monitoring.
- Implementation of portal to reduce customer requests.
- Python and Shell Automation Scripting.
- Assistance in Deployments.
- Investigation of incident and problem tickets.

Python Developer | Roomhunt.lk (2019 July - 2021 March)

- Writing efficient and reusable code.
- RESTful API Development using Python, Django.
- Configuration of web servers using Daphne, uwsgi, Nginx.
- Configuring monitoring solution using Zabbix.
- Updating and maintaining code on Github.
- Creating Proof Of Concept(POC) for multiple functionalities.
- Maintaining and updating technical documentation.
- Deployment of application on Digital Ocean Cloud.
- Deployed Django app on Docker.

EDUCATION

Bachelor of Business Information technology

University of Greenwich, UK

Masters in Software Engineering

University of Staffordshire, UK

ADDITIONAL INFORMATION

- **Certifications:** AWS Certified Security - Specialty / AWS Certified Solutions Architect - Associate / AWS Certified SysOps Administrator - Associate / Certified Kubernetes application developer / ITIL / HDDA / HCIA
- **Awards/Activities:** Innovator - 2021 Virtusa / Best Project Award - 2021 Virtusa
- **Events :** Speaker at Generation Alpha on Cloud Computing and Software Engineering / Speaker on Security and Cloud computing for the Cardiff University Network. / Panelist at CV Review session at W3.