

Damir Džeko Antić

An experienced IT generalist and problem solver

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SKILLS

Public and Private Cloud, IaC
Kubernetes, Openshift, Docker
Linux, Scripting (Bash, Perl, Lua), Git
Programming (Python, Groovy, Java)
Databases and Messaging middleware
Networking, Troubleshooting
Web front-end stack (JS, Vue)
Lean and Agile methodologies
DevOps Practices (CI/CD)
Security Awareness (ISMS, CISA)
Use of AI-powered tools (CoPilot)
Project Management tools (Jira)
Teamwork, Communication
Time management, Problem solving

SUMMARY

With extensive experience in the IT industry, accompanied by industry certifications and a Master of Engineering degree in Computer Sciences, I excel in delivering innovative and cost-effective solutions. Specializing in cloud computing, information security, and integration engineering, I leverage my skills to create value for clients across diverse industries.

Passionate about exploring cutting-edge technologies such as edge computing, container orchestration, micro-services, and serverless components, I aim to solve complex business problems efficiently. My commitment extends beyond technical expertise to include mentoring and coaching colleagues, fostering a collaborative work environment.

I am dedicated to continuous learning and growth, with a focus on contributing to the success of my colleagues, employer, partners, and their clients.

WORK EXPERIENCE

Senior System Engineer

[Combis](#)

📅 Aug 2023 - Ongoing

📍 Zagreb, Croatia

- Spearheaded most difficult Red Hat OpenShift based deployments, relying heavily on his ability to reverse-engineer open-source products to fill in the gaps found in other knowledge sources
- Keeping stakeholders engaged while cooperating proactively with my and other supporting teams to assure projects get delivered up to the best achievable outcome

Principal Integrations Engineer

[Infobip](#)

📅 Aug 2022 - Aug 2023

📍 Zagreb, Croatia

- Proficient in Agile methodologies including Scrum, Kanban and Lean, with experience working in cross-functional teams to deliver successful small-scale software development projects
- AWS and Azure Serverless Application Models: Expertise in designing, developing and deploying serverless applications on AWS and Azure platforms, using Lambda, API Gateway, Azure Functions, and other related services needed to implement performant, scalable and cost-effective solutions
- Extending support to wider team with regards to knowledge sharing and pioneering the use of new technologies such as Github CoPilot to help drive increased productivity

STRENGTHS

ANALYTICAL THINKING

Utilized my strong analytical skills to identify process inefficiencies and develop data-driven insights resulting in cost savings and increased efficiency.

COLLABORATIVE APPROACH

Thrived in collaborative environments, effectively working with cross-functional teams and clients to deliver optimal solutions and drive successful project outcomes.

ADAPTABILITY

Demonstrated adaptability by quickly learning and implementing new technologies and tools to enhance process efficiency and client outcomes.

Principal Implementation Consultant

📅 Sep 2020 - Jul 2022

Infobip

📍 Zagreb, Croatia

- Responsible for creation of frameworks for Professional Services add-ons augmenting base product functionality of company's SaaS offerings (A2P messaging and Contact Center as a service), targeting highly customized, high-value integrations using cloud computing and Data Science technologies (e.g. Python with Pandas, SciKit-Learn, Matplotlib)
- Self-supported in smaller development projects aimed at clarifying concepts and proving value to the client (PoC) using web technologies such as NodeJS, PHP, JavaScript, REST APIs
- Assigned mainly on high-impact, complex projects from prospecting to delivery, working in cross functional teams and combining technical expertise, knowledge sharing and mentoring

Senior Systems Integrator

📅 Apr 2019 - Apr 2020

Entrust International

📍 Dubai, U.A.E.

- On-site IT security project delivery, incl. new deployments, challenging migration/upgrades in critical business environments (e.g. banks and government), PKI, Digital Signature, Authentication frameworks
- Deployment of third party "Entrust Ready" products including:
 - ◆ Hardware Security Modules (nCipher, Gemalto/SafeNet, Utimaco)
 - ◆ PKI Time-Stamp and Online Certificate Status (OCSP), Document Signing Solutions (Ascertia DSS)
 - ◆ Smart-cards / USB Tokens / Credential Management Systems

Technical Sales Consultant

📅 Nov 2015 - Mar 2019

Entrust International

📍 Dubai, U.A.E.

- Collaborated with customers to identify business needs and match them with solutions from Company's products and services portfolio, resulting in successful sales and long-term relationships
- Responded to RFP/RFI's and provided technical expertise in solution architecting for customer projects across multiple domains, including traditional X.509 PKI, National ID, Certificate Management, Enterprise and Consumer Authentication, Information Protection and Fraud Detection projects in Europe, Middle East and Africa
- Communicated effectively with clients, including conducting presentations, Proof-of-Concept deployments, demos, channel partner enablement, and other pre-sales engagements to build trust and confidence in our solutions
- Traveled extensively to countries of Middle East and Africa to meet with clients, understand their specific needs, and deliver tailored solutions to address their unique challenges.

COURSES & CERTIFICATIONS

2024 *

Kubernetes courses by The Linux Foundation (CKA, CKD, CKSA) - in preparation

Red Hat Certified Engineer (RHCE) - in preparation

2023

Red Hat Certified System Administrator (RHCSA)

AWS Certified Solutions Architect – Associate (AWS SAA)

2020

IBM Enterprise Design Thinking Practitioner

LinkedIn courses on Docker, Kubernetes, Scrum, Agile, Project Management

Coursera courses on Industrial IoT on Google Cloud Platform

Earlier / non-practicing

ISACA CISA

ISO 27001 Lead Auditor

Cyber-Security & Penetration Testing

FORMAL EDUCATION

Master of Engineering in Computer Science (M.Eng.)

Faculty of Electrical Engineering and Computing of the University of Zagreb, Croatia (Croatian acronym: FER).

FER is a leading higher education and research institution in the Republic of Croatia in the area of electrical engineering, computing, and information and communication technology.

NOTABLE PROJECTS DONE RECENTLY (1/2)

"Serverless AutoSwitch" at Infobip, July 2023

During my tenure at Infobip, I played a pivotal role in a strategic project aimed at decommissioning legacy data centers resulting from the M&A with OpenMarket in November 2020. This initiative was a critical cost-saving measure for the company, and my involvement focused on the completion of the project from April to June 2023, which included my notice period. I'm very happy that I've been able to complete this project, including finishing written documentation on Confluence and full hand-over to my colleagues for both development and operations support.

The epic that this project was a part of addressed the migration of workloads from legacy data centers, a complex task that required collaboration across multiple Infobip Engineering teams. The urgency stemmed from corporate directives to finalize the decommissioning process and realize significant cost savings in technical infrastructure expenditures.

One of the components which needed to be migrated was "The AutoSwitch", a back-end middleware application, written in Java using the Spring framework, tightly integrated with the OpenMarket legacy system called Mobile Engagement Platform (MEP). "The AutoSwitch" played a crucial role in facilitating mobile number portability for tens of thousands of subscribers each month, adhering to the regulatory standards set by the UK's communications regulator, Ofcom.

My Contribution

- **Full Ownership:** Given complete autonomy, I undertook the responsibility of architecting the new iteration of "The AutoSwitch" to meet the evolving needs of the Infobip SaaS platform.
- **Technological Evolution:** Leveraging AWS cloud services, I transitioned the application to a serverless architecture, enhancing scalability, and reducing operational overhead.
- **Standards Compliance:** Ensured the re-engineered solution aligned seamlessly with the standards set by the Infobip Customer Solutions Integration team, guaranteeing compatibility and interoperability within the broader Infobip ecosystem.

Key Achievements

- **Innovative Design:** Introduced a modern and scalable architecture, integrating serverless and managed components, enhancing the application's efficiency and resilience.
- **Smooth Migration:** Orchestrated a seamless migration process, minimizing disruptions and ensuring the continuous functionality of the mobile number portability solution.
- **Team Collaboration:** Collaborated effectively with cross-functional teams, incorporating feedback, and aligning the re-engineered solution with overarching company goals.

This project not only showcased my technical prowess in architecting robust solutions but also demonstrated my ability to drive innovation and adapt existing systems to meet contemporary standards within the dynamic landscape of cloud computing.

Technical Details

- **Technology Stack Transition:** Led the complete rewrite of "The AutoSwitch" from a Java Spring framework to a serverless AWS Lambda-based application, using Groovy and built for Amazon Corretto v11 Java runtime.
- **Advanced AWS Features:** Implemented advanced features of AWS API Gateway for enhanced security and maintainability, with security delegated to a dedicated AWS Lambda Authorizer function.

- **Rapid Development:** Pioneered the use of AWS SAM (Serverless Application Model) tool stack which enabled quick cycling through code-debug-commit development increments
- **Dynamic API Switching:** Developed the main Lambda function to dynamically switch between multiple downstream REST APIs based on responses obtained from a SOAP call, utilizing WS Security headers for session setup and authentication token reuse.
- **Configuration Management:** Enhanced maintainability by moving configuration parameters for downstream APIs to a Lambda Layer, managed independently from the main deployment package, removing the need for advanced developer skills with the personnel operating the integrated solution.
- **State Management:** Implemented state management using DynamoDB, ensuring data consistency and reliability.
- **Observability and Logging:** Utilized Logwatch for observability, generating JSON-formatted records supporting numerical analysis and graphical visualization.
- **Live Migration:** Successfully performed a live migration of the original legacy application without any noticeable impact on end-users.
- **Comprehensive Monitoring:** Implemented helper functions for metric gathering and aggregation, triggering alarms in AWS CloudWatch Metrics.
- **Reporting and Analysis:** Developed monthly/weekly reporter functions to generate reports on service types, outcomes, downtimes, and SLA relations, using Python with Boto3, Jinja2 templating, and Matplotlib for graphical representation.

NOTABLE PROJECTS DONE RECENTLY (2/2)

"Big Bang OCP Upgrade" at Combis, January 2024

During my tenure at Combis, I assumed a pivotal role in supporting a longstanding client, tasked with stabilizing and upgrading their OpenShift environment that had fallen behind on product upgrades, posing a risk to their business-critical solutions.

Challenges

The client's confidence in our team had been affected by a notable churn rate in my department. Collaborating with new colleagues, I undertook the responsibility of regaining the client's trust while addressing the pressing issue of their outdated OpenShift deployment. My personal challenge was to capitalize on my experience and skills while gaining domain specific knowledge on OpenShift, 3scale, KeyCloak, FluentD, and related system components.

Key Contributions

- **Client Relationship Building:** Focused on understanding the client's unique usage patterns, environment specifics, and the intricacies of their OpenShift platform. This was essential to establish trust while simultaneously honing my own competencies.
- **Strategic "Big Bang" Upgrade:** Devised and executed a comprehensive "big bang" style upgrade for their OpenShift environment. This not only brought their critical workloads under the support umbrella of Red Hat but also introduced essential improvements, including enhanced segregation of staging and production environments.
- **Risk Mitigation:** Addressed the urgency of the situation by ensuring the client's business-critical solution aligned with the latest Red Hat supported versions, mitigating the risk of unsupported software and potential disruptions.
- **Collaborative Excellence:** Worked closely with a team of highly knowledgeable colleagues, despite their junior titles. Their positive attitude, professionalism, and wealth of expertise were instrumental in overcoming weak spots in my own knowledge. This collaborative effort ensured a holistic approach to problem-solving and the delivery of a robust solution.
- **Environment Optimization:** Implemented improvements beyond the upgrade, focusing on optimizing the environment. This included refining the segregation between staging and production environments, enhancing overall efficiency, and ensuring a smoother workflow for the client.

Achievements

- Successfully navigated a challenging client situation, rebuilding trust through a hands-on approach and meticulous understanding of their technological landscape.
- Executed a seamless "big bang" upgrade, aligning the client's environment with Red Hat's supported versions and introducing key enhancements.
- Fostered strong collaboration with knowledgeable colleagues, leveraging their expertise and positive attitude to overcome challenges and achieve project success.
- Contributed to a more robust and optimized environment, fostering improved reliability and a better-defined separation between staging and production.

This project not only showcased my technical acumen in managing complex DevOps scenarios but also highlighted my ability to build strong client relationships and foster a collaborative environment within the team.