Mr Eryk Dworak MIET BSc (Hons)

**Contact Details**

Location: Manchester, United Kingdom

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**Profile**

A dedicated and highly adaptable Linux infrastructure engineer with well-developed customer support and problem-solving skills. Quick to learn, with broad experience as an IT professional. Confident in client-facing roles and able to communicate with a wide audience on technical matters. Consistent, patient, and able to prioritise demanding workloads. Experienced in datacentre operations with multiple service providers. Able to recognise from analysis or intuition potential problems and seek resolutions. Able to project a professional image in dealing with customers and third parties. Passionate about technology and seeking opportunities in an environment that values initiative and stimulates advancement.

**Skills and Abilities**

**Operating Systems:** CentOS, RHEL, CloudLinux, Debian, Ubuntu, Suse, CoreOS, Windows 8-12

**Applications and Services:** PHP-FPM, HHVM, Magento, LVM, NewRelic, Couchbase, Redis, Varnish, Memcached, APC, Unison, Atlassian Confluence, Atlassian Jira

**Languages:** someshell scripting (bash), basic Perl, Ruby, PHP and C#

**Version Control Systems:** Git, Stash

**Network/Infrastructure:** HP ProCurve, Dell PowerConnect, SonicWall, Cisco switches, APC power bars, WLAN, pfSense, HAProxy, Keepalived, Dell Equallogic and Compellent (SAN)

**Security**: Tcpdump, Nmap, Wireshark, SSL, Firewalls (IPTables, CSF), Cisco ASA, Duo Security

**Monitoring:** PRTG, Zenoss 5.1.X, SNMP, snmpwalk, Nagios

**Virtualisation:** VMware ESXi, vSphere, vMotion, HA, DRS, EVC, P2V, XenServer, AWS/EC2, Vagrant

**Automation/Build Tools:** Ansible, SaltStack, Puppet, Terraform, Kickstart PXE, Docker, Kubernetes

**Databases:** MySQL (replication), MariaDB, Percona, Galera (clustering)

**App & Web Servers:** Apache, Nginx, IIS

**Control Panels:** Plesk, cPanel, WHMCS, Webmin

**MTA’s:** Qmail, Postfix, Exim

**Recent Work History**

**DevOps Infra Engineer, LeaseWeb**

Contract September 2016 - Ongoing

* Responsible for deployment, operations and support of content delivery network (CDN), a strategically placed SuperPoPs featuring the latest optimization techniques to deliver lightning-fast response times for streamed videos, downloads and applications.
* Involved in research of new technologies, performance and stability testing, monitoring, scaling, tuning and new feature development.
* Refined automation components with scripting and configuration management (Ansible), which resulted in the development of a scalable, rapidly deployable, and cost effective solution with easy maintenance and monitoring.
* Acting as a Scrum Master. Working closely with project owner in backlog management and continuous delivery of features.
* Facilitating sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.

**Linux Systems Administrator, Gamma Telecom**

Permanent January 2016 - August 2016

* Integrating automation and configuration tooling into Gamma's existing framework to provide Continuous improvement for strategic projects.
* Optimized and evaluated multi-datacenter MariaDB Galera cluster for next generation SIP applications serving more than 20% of the UKs SIP traffic.
* Designed and implemented DR and backup strategies for the MariaDB Galera cluster and routing nodes.
* Implemented SaltStack MariaDB Galera formula introducing rapid deployment and CD to the project.
* Implemented network application in AWS EC2, with Ansible as application lifecycle management.
* Implemented and managed Zenoss Enterprise cluster, improving SLA adherence and service availability.

**Linux Infrastructure Engineer, Melbourne Server Hosting Ltd (Iomart Group Plc)**

Permanent January 2014 - December 2015

* Provided systems administration, monitoring, maintenance, deployments, troubleshooting and continuous integration services to Melbourne's customer base.
* Experienced in VMware vSphere installation and management for both internal use and commercial clients.
* Implemented and supported private and hybrid VMware vSphere clouds utilizing best practices for availability, reliability and performance.
* Experienced with implementation and administration of Dell Equallogic and Compellent series storage arrays.
* Performed complex deployment profiles migration from legacy PXE based system to Ansible, followed by end-user training and ongoing support.
* Planned and designed Magento stack solution involving Docker, HHVM and Puppet to meet customer's performance requirements. This has resulted in application responsiveness improvement (TTFB) between 300% and 900%.
* Performing data migration from legacy systems to AWS. Providing consistent and reliable support during a project and ongoing support after projects have been successfully completed.
* Performed hands-on technical implementation, troubleshooting, and remediation on complex client projects based on HAProxy, Galera and Redis/Couchbase.
* Experienced in in-depth optimisation for demanding e-commerce installations with multi-layer caching mechanisms.
* Performed first-level vulnerability / incident detection and proactive security hardening audits.
* Handled technical pre-sales enquiries and assisted new clients in migrating their services.
* Maintained brand's internal server infrastructure.

**Datacentre Engineer, Melbourne Server Hosting**

Permanent June 2011 – January 2014

* Overseeing day-to-day operations of 24/7-managed datacentre including co-location, dedicated server solutions, as well as VPS hosting and networking
* Responsible for installation, administration and troubleshooting of complex, enterprise-class server hardware and software
* Responsible for Linux and Windows system installation, configuration and administration
* Troubleshooting, capacity and performance planning, performance tuning, preventative maintenance, monitoring and alerting setup and security hardening
* Implementation, service delivery and technical support for fully managed VPS hosting platform based on XenServer and VMWare
* Participated in building up new data centre including deployment of rack cabinets, setting up network cabling infrastructure, installing and configuring PDU’s, patch panels, NASs, SANs, switches and firewalls
* Managed incidents and performed diagnostics with staff and third party engineers (hardware vendors, BT), pursuing to resolution

**IT Support Technician, Manchester Metropolitan University**

Contract /Temp Sep 2010 - May 2011

* Provided first line technical support to all students and staff of the Sir Kenneth Green Library
* Acted as a primary contact point for all helpdesk queries, assisting students in troubleshooting hardware and software problems and resolving them where appropriate
* Responsible for diagnosing and resolving problems with the Microsoft range of Windows and Office products as well as communicating their resolution to the ICT team
* Conducted ICT induction sessions with new members of staff
* Performed routine checks on the effectiveness of ICT hardware and carried out basic installation and repairs where appropriate

**Education and Training**

**Manchester Metropolitan University** 2008 – 2011

BSc (Hons) Computer and Network Technology (Upper Second Class Honours)

**Wrocław University, Wrocław** 1998 – 2004

MA in Philosophy (Distinction)

**Associations**

**IET (Institution of Engineering and Technology)** - http://www.theiet.org

Since: January 2011

**Personal Interests**

Home renovation, gardening, philosophy, cycling