Richard Mucene
Infrastructure Solution Architect - DevOps
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PROFESSIONAL SUMMARY

Experienced Infrastructure Solution Architect, DevOps specialist, and Application & System Administrator with a strong background in managing and optimizing IT infrastructures. Expertise in designing, implementing, and overseeing robust cloud environments and IT systems, with a focus on both Windows (including Server 2019, 2022) and Linux operating systems. Proficient in Terraform, Java, Python, Azure DevOps, Azure, AWS tools, Cloud Build, Docker, Kubernetes, and various other containerization technologies. Adept at optimizing system performance, ensuring high availability, and automating operations. Skilled in managing network and security configurations, with a solid understanding of comprehensive system administration.

EXPERIENCE

KPFC Builders, Nairobi
DevOps Consultant
November 2022 - Present

- Administered and maintained GCP Cloud Platform, ensuring seamless operation of cloud resources.

- Configured and optimized cloud-based resources, including isolated VPCs and firewall ACL rules.

- Managed access and security through IAM and executed performance tuning.

- Implemented Infrastructure as Code using GitLab CI/CD and Terraform for multiple environments (Dev, QA, Production).

- Administered and maintained Ubuntu 22.04 servers, including setup, configuration, and performance optimization.

- Managed Proxmox server environments for virtualization and container management.

- Created and managed storage buckets and administered the ERPNEXT Frappe application.

- Coordinated application installations, server-side scripting, and code integration processes.

TrueERP, Melbourne (Remote)
Infrastructure Solutions Architect
July 2021 - June 2022

- Developed and maintained a hybrid disaster recovery environment across AWS Cloud and on-premises infrastructure.

- Led project management tasks, including daily standup meetings, sprint reviews, and disaster recovery implementation.

- Configured Site-to-Site Networks and managed server migrations, including MySQL Master-Master Replication.

- Administered Linux servers, set up cron jobs, and managed backups for local and database systems.

T-Systems South Africa, Johannesburg
Tier 3 Wintel Generalist
December 2011 - August 2018

- Provided senior-level support for multi-client environments, including major clients such as Eskom, Transnet, Console Glass, Man Trucks, and Mercedes Benz SA.

- Managed and configured network environments, including TCP/IP management and firewall ACL configurations.

- Automated administrative and operational tasks using PowerShell, enhancing efficiency and consistency across systems.

- Administered cloud computing resources, particularly with Azure, including ARM template creation and maintenance.

- Administered and configured VMware environments, including ESXi hosts and virtual machine management.

- Executed server migrations, including physical-to-virtual (P2V) and virtual-to-virtual (V2V) transitions, ensuring minimal disruption and data integrity.

- Created, installed, and maintained Ubuntu servers, including configuration, patch management, and performance optimization.

- Managed and maintained SCOM (System Center Operations Manager) monitoring agents and gateway servers, ensuring effective performance monitoring and alerting.

- Provided administration and troubleshooting for Active Directory, including user account management, group policies, and domain controller operations.

- Administered Exchange Server environments, managing mailboxes, server configurations, and email flow.

- Conducted security patching and updates for both server operating systems and applications, maintaining system security and compliance.

- Managed bare-metal hardware, including installation, configuration, and maintenance of HP, DELL, HUAWEI, and IBM servers.

- Implemented and maintained backup solutions, ensuring data integrity and recovery options for critical systems and applications.

- Developed and executed scripts for routine tasks and system automation, reducing manual effort and operational overhead.

- Enhanced server and network security through configuration of security policies, access controls, and antivirus solutions.

Additional Experience

- Designed, deployed, and managed scalable, reliable, and secure cloud infrastructure on AWS using services such as EKS, EC2, and S3.

- Monitored system performance, troubleshot issues, and implemented improvements to ensure high availability and performance of services.

- Collaborated with development teams to automate infrastructure, improve processes, and support the software development lifecycle.

- Implemented and managed Kubernetes clusters to ensure proper scaling, resilience, and security.

- Conducted regular security assessments and audits to identify and mitigate vulnerabilities in the infrastructure.

- Automated and maintained configuration management with tools such as Terraform, Ansible, and Helm.

- Participated in the 24x7 on-call cycle for production environments, responding to incidents and ensuring rapid recovery and minimal downtime.

- Over 4 years of experience in a DevOps role with a strong focus on AWS services, especially EKS and EC2.

- Practical experience with containerization and orchestration tools, especially Kubernetes.

- Experience with infrastructure as code tools such as Terraform, Ansible, and Helm.

- Familiarity with monitoring and logging tools such as Prometheus, Grafana, or CloudWatch.

- Knowledge of CI/CD tools such as Jenkins, GitLab CI, and Artifactory.

- Excellent problem-solving skills with a focus on automation and scalability.

- Strong communication skills and the ability to work effectively with cross-functional teams.

SKILLS

- **Application & System Administration:** Expertise in configuring and managing Windows Server environments (including Server 2019, 2022) and Linux systems (including Ubuntu 22.04). Proficient in administration of virtual and physical servers.

- **Cloud Platforms:** Advanced knowledge of cloud resource management and deployment across GCP, AWS, and Azure. Skilled in creating and managing cloud resources using Terraform, ARM templates, and Bicep.

- **CI/CD Pipelines:** Experienced in implementing CI/CD pipelines using GitLab, Jenkins, Docker, Kubernetes, ArgoCD, and Cloud Build. Capable of automating build, test, and deployment processes.

- **Network & Security:** Proficient in network design and management, including TCP/IP, firewall configurations, and security protocols. Experienced with network isolation, access controls, and security policy implementation.

- **Automation & Scripting:** Skilled in PowerShell scripting, Terraform for infrastructure as code, and automation tools for enhancing operational efficiency and consistency. Proficient in scripting languages including Python and JavaScript.

- **Backup & Recovery:** Knowledgeable in data backup and disaster recovery solutions using VEEAM, ACRONIS, and other backup tools. Experienced in implementing robust backup strategies and recovery processes.

- **Containerization:** Proficient in Docker for containerization and Kubernetes for container orchestration and management. Experienced in managing containerized applications and environments.

- **Virtualization:** Skilled in using VMware for virtualization, including ESXi host management, virtual machine setup, and Proxmox server management for virtualization and containerization.

- **Project Management:** Experienced in managing IT projects, including disaster recovery implementations, hybrid environments, and infrastructure upgrades. Capable of leading project teams and executing project plans.

EDUCATION

- **Digital Youth ICT Academy, Johannesburg**
  Certificate in Full-stack Java Program
  July 2022 - November 2022

- **University of the Witwatersrand, Johannesburg**
  Certificate in Project Management
  January 2017 - December 2017

CERTIFICATIONS

- Microsoft: Azure Fundamentals, Security, Compliance, and Identity Fundamentals

- AWS: Certified Cloud Practitioner

- GCP: Professional Cloud Architect

- AXELOS: ITIL Foundation

PROJECTS
End-to-End DevOps CI/CD Project – GCP Demo Project

- Designed and implemented a CI/CD pipeline using Git, Jenkins, Docker, Kubernetes, and ArgoCD.

- Streamlined development workflows, automated testing, and containerized applications for efficient deployment.

AWARDS

- T-Systems: Best Technology Innovation

- Mutual & Federal: Certificate of Competence in Project Management

LANGUAGES

- Terraform, Java, C#, Python, JavaScript, .NET, HTML, CSS

REFERENCES

- **Themba Nyoni**
  Old Mutual Insure
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- **Gert Dreyer**
  T-Systems SA
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