

Thu Duc, Ho Chi Minh City, Vietnam

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HIEULP@1DEVOPS.IO

# Lê Phương Hiếu - Senior DevOps / SRE

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## ABOUT ME:

I am a Senior DevOps/SRE and Hunter. I simplify complex things. I am a saver.

## HIGHLIGHTS:

- Since 2012, worked as a DevOps, systems administrator and network manager, ensuring the high availability and performance of critical systems.
- Building and managing Kubernetes clusters on-premise from scratch.
- Using Linux since 2009.
- Self-training AI and having a certain amount of knowledge about AI
- Good adaptability, regardless of programming language or technology
- Expertise in designing, implementing, and troubleshooting complex computer networks, ensuring secure and efficient data communication.

## SKILLS AND TOOLINGS:

- **Programming Languages:** Golang (1 Year), Python (3 Years), PHP (5 Years), Shell script
- **CI/CD and Automation:** Jenkins, Gitlab-CI, Github, Ansible, Terraform, Helm/Helmfile
- **Operating Systems:** Linux (ArchLinux, CentOS/RHEL 7, Ubuntu), Windows, Unix
- **Virtualization and Containerization:** Docker, Kubernetes, Openshift
- **Databases:** TiDB, MySQL/MariaDB,...
- **Cloud and Infrastructure:** AWS (EC2, S3, RDS, EKS, IAM, Security Hub,...), Microsoft Azure (AKS, Postgresql, Alert, WAF,...), IBM, Oracle Cloud,...
- **Computer Networking:** Network Design and Troubleshooting, Cisco Certified Network Associate (CCNA), PfSense, OpenWRT, DD-WRT
- **Monitoring, Logging, and Reporting:** Grafana, Prometheus, ELK, Exporter, Self-tooling,...
- **Security:** Docker Sec, Prowler, Trivy, Falco, CrowdSec,...
- **Registry:** Nexus, JFrog, maven, docker registry,...
- **Proxy:** HaProxy, Nginx, Cloudflare,...

## AWARDS AND CERTIFICATES:

- ★ **Cisco Certified Network Association (CCNA)** - Issued 05-2013
- ★ **ACM ICPC - 2nd OpenSource** - Issued 08-12-2017
- ★ **Promoted to DevOps** - Issued 12-2018
- ★ **Developed KBTG CICD Framework** - All in one solution - 09-2019
- ★ **Developed ZaloPay CICD Framework** - Saved ~90% TTM - 01-2020
- ★ **Promoted to Senior DevOps** - Issued 04-2021
- ★ **SLA Keeper 99.95%** - HomeCredit Salers App - Issues 04-2022
- ★ **30% AWS cost reduced from 150k\$** - ParcelPerform - Issues 11-2022
- ★ **Migrated AWS to Az in 3M** - Issues 10-2023

## EXPERIENCES

### CONFIDENTIAL, HoChiMinh City / Thailand – S.DevOps

Dec 2022 – PRESENT

- Set up and maintained CI/CD pipelines using Jenkins and GitLab-CI to automate the deployment of AI models and applications.
- Managed DevOps services on Azure, including AKS, Storage Accounts, Virtual Machines, PostgreSQL, and MySQL (single/flexible servers) to support the infrastructure.
- Migrated systems from AWS to Azure, ensuring a smooth transition with minimal downtime and optimized resource allocation.
- Acted as a Senior DevOps Engineer, leading communication between development and operations teams to ensure alignment and efficiency in processes.
- Built and optimized the deployment system using Helm and ArgoCD, automating infrastructure and application deployments in a scalable manner.
- Contributed to Blue Team activities by enhancing security measures with tools like Docker Security, ensuring secure container practices.
- Worked with MongoDB Atlas for managing large-scale AI-driven data operations.
- Integrated AI models like Llama, GPT-4, and other LLMs (Large Language Models) into the infrastructure, supporting real-time AI applications.
- Training models like YoloV8, lgbm, lstm for fraud detection and forecast food supplies application.
- Automated operational tasks and scripting using Bash, ensuring efficient workflow management.

### Parcel Perform, HoChiMinh City – S.DevOps

Jul 2022 – Dec 2022

- Set up and maintained CI/CD pipelines using GitLab-CI and GitOps to ensure seamless deployment and continuous delivery.
- Managed DevOps services on AWS, including RDS, EC2, ASG, EKS, S3, Route53, IAM, AMI, MSK, ElasticCache, and Security Hub, optimizing cloud infrastructure for performance and security.
- Collaborated with development and operations teams, ensuring effective DevOps communication and alignment of processes.

- Built and optimized the deployment system using Terraform, Helm, and Helmfile, automating infrastructure provisioning and application deployment across environments.
- Diagnosed and fixed bugs in the deployment pipeline, ensuring smooth and reliable operations for logistics performance and parcel tracking.
- Contributed to Blue Team activities by enhancing security measures with tools like Prowler, Trivy, Falco, OPA, and Docker Security.
- Automated operational tasks and scripting using Bash and integrated Spark/Flink for real-time data processing.

### **HomeCredit, HoChiMinh City** – *S.DevOps*

Jul 2021 – Jul 2022

- Set up and maintained CI/CD pipelines to streamline deployment processes and ensure the stability of core systems supporting sales and remote sales operations.
- Managed DevOps services on Microsoft Azure, including Alerting, PostgreSQL, Oracle Databases, and Web Application Firewall (WAF), ensuring the infrastructure remained secure and performant.
- Collaborated with cross-functional teams to improve communication and implement DevOps best practices across development and operations.
- Built and automated the deployment system using Python and Golang, optimizing workflows and reducing manual intervention.
- Improved the CI/CD workflow by integrating tools and automating stages, ensuring efficient deployment and continuous delivery.
- Managed and supported Kubernetes (AKS) clusters to ensure scalable and resilient infrastructure for HomeX core services.

### **VNG – ZaloPay, HoChiMinh City** – *S.DevOps / SRE / SO*

Jun 2020 – Jul 2021

- Set up and maintained the infrastructure, managing servers and critical infrastructure services such as Kubernetes (k8s), TiDB, and MySQL.
- Configured and managed Kubernetes components, including Ingress, Metallb, and RBAC, to support scalable and secure application deployment.
- Set up and optimized CI/CD pipelines using Jenkins scripted pipelines, improving deployment efficiency and reducing manual errors.
- Troubleshoot and investigated incidents related to infrastructure and application issues, acting as the first point of contact for urgent support.
- Built and automated the deployment system using Ansible, Python, and Golang to streamline the release process.
- Improved the CI/CD workflow by integrating tools and automating tasks to ensure smoother development and operation processes.
- Managed caching and message broker systems, including Memcache, Redis, and Kafka, ensuring high availability and performance.
- Worked across Linux, Windows, and Unix environments, writing Shell scripts to automate repetitive tasks and manage configurations.
- Addressed networking issues and optimized infrastructure performance by implementing effective networking solutions.

### **TMA – Humana, HoChiMinh City** – *DevOps*

Dec 2019 – Jun 2020

- Set up and maintained Azure DevOps pipelines to automate the data processing workflow.
- Collected and processed large volumes of client data using Azure Data Factory, transforming it into the required format for future features.
- Managed and stored processed data in the expected format using Azure, ensuring data integrity and accessibility.
- Automated tasks and data handling processes with Python to optimize the data flow and transformation.

### **TMA - KBTG, Onsite Thailand** – *DevOps*

Mar 2019 – Dec 2019

- Set up and maintained CI/CD pipelines using Jenkins scripted pipelines, automating the build and testing processes for over 100 financial technology projects.
- Deployed and managed testing environments on OpenShift and AWS, integrating functional tests to ensure product quality.
- Built and automated the deployment system using Docker to streamline the release process.
- Managed and maintained Linux, IBM Unix, and Windows servers, automating tasks with Shell scripts and Python.
- Optimized CI/CD workflows for better performance and efficiency, integrating tools like JFrog Artifactory for artifact management.
- Ensured smooth network operations by applying networking solutions to support the system's infrastructure.

### **TMA - Velocix, HoChiMinh City** – *DevOps*

Jul 2018 – Mar 2019

- Developed and maintained pipelines to build and deploy a multi-vendor web application for monitoring network performance across various platforms.
- Migrated build processes from dedicated servers to the cloud.
- Developed pipelines in Kubernetes to automate CI/CD.
- Integrated Big Data technologies (Hadoop, Kafka, Impala, Apache Kudu) for real-time and historical data analytics.
- Collaborated with customer teams to manage deployment in their systems and tuned network configurations.
- Worked with multiple programming languages and tools, including C/C++, Java, JavaScript, and Python.

### **TMA - Hoan Vu Lab, HoChiMinh City** – *DevOps*

May 2018 – Jul 2018

- Applied Jenkins and git to CI Maven/C++/C# and CD to IoT board ran Linux and the manager tool in Windows.
- Deployed MariaDB database
- Packaged installer for the application.

### **HDVnBits.Org, Remote** – *Sysadmin & PHP Developer*

May 2012 – Jul 2017

- Implemented new features and fixed bugs in PHP and Bootstrap for the website running on Linux servers using P2P protocol, with 300k users in

total and 75k users active simultaneously in its heyday. Source code controlled by git.

- Backup MySQL database and maintain.
- Manage users.

### **CanTho University, CanTho City – Helpdesk**

Sep 2009 – Jul 2013

- e-Library managed.
- Infrastructure data center supported.
- Supported End-User

### **Cara Cafe, CanTho City – IT Support**

Sep 2011 – May 2013

- Enabled File Sharing servers (Samba/NFS) to stream movies on the Internet (P2P).
- Designed networking for three branches in three locations that can be streamed with Linux and Windows machines.
- Supported End-User.
- Security Guaranteed

## **EDUCATION**

### **CanTho University, CanTho City – Vietnam**

[Communications and computer networks](#)