

Hieu Le Phuong (Mr.)

**SRE/DevOps** 

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# HIGHLIGHTS

- Over 12 years of experience in DevOps, systems administration, and network management, ensuring high availability
- Proven track record of building and managing Kubernetes clusters from scratch, enabling scalable and reliable deploy
- Reduced cloud computing costs by 30% through resource optimization and implementing cost-saving strategies.
- Expertise in designing, implementing, and troubleshooting complex computer networks, ensuring secure and efficient
- Successfully migrated a large-scale system from AWS to Azure for an AI-focused company, minimizing downtime and expenses
- Implemented CI/CD pipelines using Jenkins and GitLab-CI, automating the software development lifecycle and reduci
- Proficient in programming languages such as Python, Golang, and PHP, leveraging them to develop efficient automati
- Managed infrastructure and provided technical support for ZaloPay, a leading e-wallet company in Vietnam with over
- Developed and maintained a high-traffic torrent website with 300,000 total users and 75,000 concurrent users, ensurir
- Holds a Cisco Certified Network Associate (CCNA) certification, demonstrating a strong foundation in networking prince

# **TECHNICAL SKILLS**

- Programming Languages: Golang (1 Year), Python (3 Years), PHP (5 Years), Shell script
- CI/CD and Automation: Jenkins, Gitlab-CI, GitOps, Ansible, Terraform, Helm/Helmfile
- Operating Systems: Linux (ArchLinux, CentOS/RHEL 7, Ubuntu), Windows, Unix
- Virtualization and Containerization: Docker, Kubernetes, Openshift
- Databases: MySQL/MariaDB, Oracle Database, Microsoft SQL, MongoDB Atlas, TiDB
- Cloud and Infrastructure: AWS (EC2, S3, RDS, EKS, IAM, Security Hub,...), Microsoft Azure (AKS, Postgresql, Alert, WAF
- Computer Networking: Network Design and Troubleshooting, Cisco Certified Network Associate (CCNA), PfSense, Op
- Monitoring, Logging, and Reporting: Grafana, Prometheus, ELK, Exporter
- Security: Docker Sec, Prowler, Trivy, Falco, Open Policy Agent (OPA)
- Version Control: Git, Subversion
- Build Tools: Ant, Maven, Gradle, Go
- Development Tools: Visual Studio, IntelliJ IDEA, Sublime Text, Atom

Others: Jira, Confluence, Robot Framework, Hadoop, Kafka, Impala, Apache Kudu, Memcache, Redis, Apache/Tomcat

# RELEVANT PROJECT

### [PERSONAL PROJECT] DEVOPS ENGINEER (12-2022 - NOW)

### **DevOps**

Artificial intelligence-focused companys. Build and migrated system from AWS to Azure.

Responsibilities	Technologies
CI/CD	Azure (AKS, Storage Account, Virtual machine,
DevOps services	Postgresql + Mysql single/flexible server)
Communication as Senior DevOps	MongoDB Atlas
Build the deployment system	Jenkins, Gitlab-CI
Blue team	Bash-script
	Helm
	ArgoCD
	Docker Sec
	Llama, GPT-4, LLM

## [PARCEL PERFORM] DEVOPS ENGINEER (7-2022 - 12-2022)

## **DevOps**

Parcel Perform is company working in logicstic. Parcel Perform is the leading delivery experience platform. It enables modern e-commerce enterprises to create unique end-to-end customer journeys and optimize logistics operations with powerful data integrations, parcel tracking, delivery notifications and logistics performance reports in real-time.

Responsibilities	Technologies
CI/CD	AWS (RDS, EC2, ASG, EKS, S3, Round53, IAM, AMI,
Dev-Ops services	MSK, ElasticCache, Security Hub)
Communication as DevOps	Gitlab-CI / GitOps
Build the deployment system	Bash-script
Optimize and fix bug	Terraform
Blue team	Helm/Helmfile
	Spark/Flink
	Prowler/Trivy/Falco/OPA/Docker Sec

### [HOME CREDIT] DEVOPS ENGINEER FOR HOMEX (7-2021 - 7-2022)

### **DevOps**

They are a finance company. HomeX is core system provide documentation service and disbursement service. My responsibilities is keep it safe and stable, contributing the CI/CD and working flow that is survival of Sale, Remote Sale in particular and Home Credit in general.

Responsibilities	Technologies
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CI/CD Dev-O

Dev-Ops services

Communication as DevOps Build the deployment system Improve CI/CD work flow Microsoft Azure (Alert, Postgresql, Oracle Database,

WAF,...)

Kuberneties (AKS)

Python/Golang for Tooling

# [VNG] SITE RELIABILITY ENGINEER & DEVOPS ENGINEER FOR ZALOPAY (6-2020 - 7-2021)

# SRE/SO/DevOps

They are a e-Wallet company. They provide financial technology and payment gateway for many other companies for many years. My role and responsibility are collaborating with developer for deploy infrastructure, application, ... When something wrong happened, I am is the first line they call.

Responsibilities	Technologies
Setup and maintain infrastructure:	Kubernetes
o Servers	0 Ingress
<ul><li>o Infrastructure services (k8s, tidb)</li></ul>	o Metallb
Setup CI/CD.	o RBAC
Troubleshooting/investigate incidents.	0
Build the deployment system	TiDB/MySQL
Improve CI/CD work flow	Memcache/Redis/Kafka
	Ansible
	Jenkins scripted pipeline
	Linux/Windows/Unix
	Shell script
	Python/Golang
	Networking

### [TMA] A HEALTHCARE PROJECT (12-2019 - 06-2020)

### **DevOps**

They have a huge of data from their clients. They want to use Azure to process them to an expected format for features in the future.

Responsibilities	Technologies
Setup and maintain Azure pipeline.	Azure
Collect data from sources and process with Data	Python
Factory.	
Store data with expected format.	

# [TMA] CI/CD FOR FINANCIAL TECHNOLOGY COMPANY AT THAILAND (03-2019 - 12-2019)

# **DevOps**

They are a bank. They provide financial technology for many other companies for many years. The DevOps project helped to improve their software development process by apply cloud and automation techniques. They have more than 100 projects still keep running and updating in financial technology.

### Responsibilities

Setup and maintain CI/CD to build and testing the product, includes:

- 0 Testing environment deployment
- o Functional Tests

Build the deployment system

Maintain and manage automatically many kinds of servers, includes:

- o Linux server
- o IBM Unix
- 0 Windows

Improve CI/CD work flow

### **Technologies**

OpenShift / AWS

Docker

Jenkins scripted pipeline

Linux/Windows/Unix

Shell script
Python

Jfrog products

Networking

### [TMA] CONTENT DELIVERY NETWORK (01-2019 - 03-2019)

### **DevOps**

The product enables network service providers to build their own content delivery network (aka CDN) for streaming videos, leveraging network intelligence and subscriber data. This enables them to capitalize on growing consumer demand for rich digital media on any screen.

### Responsibilities

# Set up and maintain CI/CD to build and testing the product, includes:

- 0 Testing environment deployment
- O Functional Tests
- o Performance Tests
- O Security Tests

Build the deployment system

## **Technologies**

Kubernetes

Jenkins pipeline

Gitlab-CI Terraform

Puppet

OpenStack

Grafana, Prometheus, Node Exporter

Docker

Python

Robot framework

# [TMA] NETWORK PERFORMANCE MANAGEMENT SYSTEM (07-2018 - 12-2018)

## **DevOps**

The product is a web application that monitors performance of multivendor, multi-application and provide both historical and near-real-time views covering everything from Networks Devices and Server to VoIP and Web traffic to mission-critical applications and network resources

The product also supports Big Data Analytic feature, which is built based on big data technologies such as Hadoop, Impala, Kafka, Kafka connect, Apache Kudu.

The product is using a lot of technology such as C/C++, Java, JavaScript, Python...

DevOps will develop pipeline to build and deploy the product to customer's artifactory. Networking skills are needed to work remote in customer's systems and understood how customer's systems work.

# Responsibilities

#### **Technologies**

Develop build pipeline in Customer's Kubernetes Change from build in dedicated servers to cloud. Register and carry out procedures for the product in customer's systems. Kubernetes Networking Cloud Enterprise C++, Java

JavaScript, Shell script

Spring MVC MariaDB

Hadoop, Kafka, Impala, Apache Kudu

Apache/Tomcat JIRA, Confluence

Git

# [TMA] MS CORE FOR HOAN VU LAB (05-2018 - 07-2018)

### **DevOps**

The product is a desktop application control a machine that used to check food quality running in a Windows machine. The desktop application will set and get information from a Zedboard to control the machine to check food quality. The information will store in a server for user can view in future with cloud support.

The product using many technologies such as Spring MVC, C/C++, C#... and various types of equipment such as server Linux, embedded devices, and cloud.

DevOps have mission to create pipeline to continuous integration / continuous delivery, build server build based on Linux and docker, auto scale build flow, deploy firmware and server services to server and Zedboard.

Responsibilities Technologie	!S
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Apply CI/CD to build and deploy the product. Develop pipeline and shell script. Create setup package. Networking
Jenkins pipeline
Linux, Windows
Cloud Enterprise
C/C++, C#, Java
Jenkins pipeline, Shell script
MariaDB

MariaDI Git

# [PERSONAL PROJECT] SYSADMIN & DEVELOPER AT HDVNBITS.ORG (05-2012 - 2017)

# Sysadmin

HDVnBits.Org is a torrent website with 300k users in total and 75k users active same time in its heyday. It is a file sharing service and streaming in P2P protocol that uses MySQL and PHP, Bootstrap.

Responsibilities Technologies

Backup and maintain website

Develop new feature

Manage users and file sharing

MySQL

P2P protocol

Linux

File sharing service (Samba/NFS)

Networking

# [CTU UNIVERSITY] HELPDESK GUY (09-2009 - 07-2013)

# Helpdesk service

CTU University has an e-Library, I am a helpdesk guy to support users using Linux computers and resolve their problems with network and computer.

Responsibilities	Technologies	
Repair computer	Networking	
Resolve problems (includes network problem and	Hardware	
computer problem)		
Install infrastructure		

# [PERSONAL PROJECT] IT FOR A COFFEE SHOP (09-2011 - 05-2013)

### IT support

It name's Cara Coffee, a big coffee shop in Can Tho City. It has 3 branches in 3 places and my task is to make the huge data in 3 branches synchronize with each other

Responsibilities	Technologies
Backup and maintain file sharing service	P2P protocol
Design network	Linux/Windows
Security	File sharing service (Samba/NFS) Networking

# **EDUCATION**

CAN THO UNIVERSITY - Vietnam

Communications and computer networks

# **AWARD AND CERTIFICATE**

# **CAN THO UNIVERSITY** – Vietnam

# CISCO CERTIFIED NETWORK ASSOCIATION (CCNA)

ISSUED 05-2013 - EXPIRED 2014

**ACM ICPC** – Vietnam

SECONDRATE BRANCH OPEN SOURCE

ISSUED 08-12-2017

**TMA** – Vietnam

PROMOTED TO DEVOPS

ISSUED 12-2018

**ZALOPAY** – Vietnam

PROMOTED TO SENIOR DEVOPS

ISSUED 4-2021