ROBERT KUBIŚ

SRE - Automated Solutions Team & Tech Lead at Nordcloud, an IBM Company

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📍 Poznań, Poland

EXPERIENCE

SRE - Automated Solutions Team & Tech Lead

Nordcloud, an IBM Company

📅 10/2022 - 11/2024   📍 Poznań, Wielkopolskie, Poland

The **Automation Engine was a key project that redefined incident management. Designed** to manage incidents across customer environments, it reduced manual intervention and improved response times through intelligent automation.

- **AI-Driven Automation**: The engine automated the entire lifecycle of incident tickets, from detection to resolution. Integrated with PagerDuty and Jira, the system automatically sorted, categorised, and prioritised incidents. Over time, the AI learned from past incidents, improving the accuracy of ticket categorisation and escalation.
- **Proactive Incident Resolution**: One of the standout features was the ability to automate resolutions for common, recurring incidents. By detecting patterns in infrastructure issues, it automatically executed pre-defined scripts to resolve incidents, often before they reached an engineer's desk. This greatly reduced downtime for customers.
- **Managing Thousands of Incidents**: The engine processed thousands of incidents monthly across hundreds of customers, consistently meeting or exceeding SLAs and aligning with defined SLOs to ensure optimal performance and customer satisfaction.
- **Terraformisation & Standardisation:** Led the full automation of internal tooling processes, standardising the deployment and configuration of tools like PagerDuty and Datadog using Terraform. This reduced time spent on configuration and minimised errors in monitoring setup.
- **Feature Delivery & Business Alignment:** Ensured that every tool developed, including the Request Portal and Automation Engine, aligned with business objectives to reduce costs and improve service delivery. These developments consistently drove value for both internal teams and clients.
- **Automation of Cloud Operations:** Automation under my leadership transformed daily operations by freeing up engineering resources to focus on developing new features. Tools like the Access Checker automated compliance checks, improving security and governance.

Tooling & Automation Team Lead

Nordcloud, an IBM Company

📅 09/2021 - 09/2022   📍 Poznań, Wielkopolskie, Poland

As the team leader responsible for designing and automating key cloud infrastructure tools, I led several critical projects. These tools significantly enhanced operational efficiency, reduced manual workloads, and improved scalability.

- **Led the design and automation** of key cloud infrastructure tools.
- Designed the **Request Portal** to automate service requests for tools like PagerDuty and Datadog using: AWS, Terraform and GitHub Actions.
- Integrated **Slack and Jira for end-to-end automation** of service requests.
- Created **PD2Jira** to synchronize PagerDuty and Jira throughout the incident lifecycle, ensuring real-time visibility and generating problem tickets for recurring issues.
- Implemented **Access Checker** for automating compliance and access reviews across cloud environments.
- Developed the **Confluence Duplicator** to automate the replication of Confluence pages and spaces.
- Built **Jira2FF** tool to automate time reporting from Jira to FinancialForce, improving time tracking accuracy.

SUMMARY

With over a decade of experience in IT, I've spent the last 6 years at Nordcloud (an IBM company) focusing on transforming cloud automation and scaling solutions for global customers and internal teams. My career spans various roles, from DevOps Engineer to Cloud Architect and currently as a leader overseeing two teams—one development and one operational—comprising up to 20 professionals, including a Product Owner and Scrum Master. I have extensive experience leading international teams, driving automation, standardization, and operational excellence to deliver impactful, scalable solutions aligned with business objectives. My leadership has consistently reduced operational costs, improved reliability, and enhanced scalability, directly contributing to company success.

LANGUAGES

English
Proficient   ●●●●○

Polish
Native   ●●●●●

CERTIFICATION

Certified Linux Administrator (LPIC-1)
Linux Professional Institute

Datadog Technology Specialists
Datadog

PagerDuty Foundational Practitioner
PagerDuty

Certified Incident Responder
PagerDuty

Level 1 Sumo Pro User
Sumo Logic

Level 2 Sumo Power User
Sumo Logic

Level 3 Sumo Power Admin
Sumo Logic

Level 4 CERTIFIED SUMO SECURITY USER
Sumo Logic

TRAINING / COURSES

AWS Certified Cloud Practitioner

AWS Certified Solutions Architect – Associate
In progress

EXPERIENCE

Tooling Squad Lead

Nordcloud, an IBM Company

📅 09/2020 - 09/2021   📍 Poznan, Greater Poland District, Poland

I led a team focused on automating and managing key cloud infrastructure tools for **hundreds of clients, supporting thousands of services**. A major focus of my leadership was the **terraformation of PagerDuty and Datadog**. My team successfully automated the configuration and provisioning of these tools using **Terraform & Terragrunt**, enabling seamless scaling across client environments. By leveraging **GitHub Actions** for continuous integration and deployment, we ensured that these configurations were consistently applied, improving efficiency and reducing errors. This automation **reduced manual workloads over 10 times** and enhanced service reliability, allowing us to manage large-scale operations with minimal intervention.

Cloud Architect

Nordcloud

📅 11/2019 - 09/2020   📍 Poznan, Greater Poland District, Poland

Each design prioritized scalability, security, and cost efficiency.

- Designed and deployed monitoring cloud infrastructure across AWS, Azure, and Google Cloud.
- Developed cloud governance frameworks and conducted ISO and cloud audits to ensure all operations were compliant and secure.

DevOps Engineer

Nordcloud

📅 10/2018 - 10/2019   📍 Poznan, Greater Poland District, Poland

- Responsible for the management of CI/CD pipelines, using GitHub and Terraform, which streamlined the automation of cloud deployments.
- Integrated tools like Datadog, Sumo Logic, and PagerDuty, improving incident monitoring and response times. This laid the foundation for further automation efforts that significantly reduced manual oversight.

DevOps Network Operations Center Engineer

Egnyte

📅 04/2015 - 09/2018   📍 Poznań, woj. wielkopolskie, Polska

I was responsible for monitoring production, staging, and QA environments, automating monitoring processes, and ensuring 24/7 service availability in collaboration with a global team of administrators. I also led the monitoring team in India and implemented solutions to improve operational efficiency.

- Developed and implemented an automated monitoring system, reducing incident number over 10 times.
- Created a knowledge database and procedures for monitoring and operations teams using Jira and Confluence, improving team productivity and collaboration.
- Optimized the scalability of systems by automating infrastructure components and processes, ensuring seamless operation across multiple data centers.
- Designed and modeled a monitoring system for SSL certificates with auto-management capabilities, streamlining client service management.
- Conducted audits and contributed to projects that enhanced the performance of multiple Data Centers.
- Guided the implementation of solutions to improve the monitoring team's work, including the development of custom scripts and monitoring tools.
- Technologies and Tools: Nagios (check_mk, pnp4nagios), New Relic, PagerDuty, Puppet, Git, Terraform, Apache, Google Cloud Engine, Platform9, Tomcat, OpenTSDB, Grafana, Stackdriver, Bash, Python, Perl, Ruby.

TRAINING / COURSES

Strategic Leadership for Cloud Teams - Nordcloud Certification

Effective Business Communication for Leaders – IBM

Linux Professional Institute Certification

OWASP Top 10

Pluralsight - puppet 4

Pluralsight - terraform

EXPERIENCE

Linux System Administrator

Novamedia innovision Sp. z o.o.

📅 07/2014 - 03/2015 📍 Wrocław, Lower Silesian District, Poland

- Administered Linux servers (Debian, Ubuntu, OpenBSD) and services (SSH, MySQL, Apache, Nginx, etc.).
- Configured networks (routing, VPN, DHCP) and managed integrated systems for Linux devices.
- Led the implementation and automation of network solutions, including designing VPNs for vehicles, automating system deployments with Redmine and GitLab, and streamlining file server management.
- Managed VMware environments and virtual machines.
- Provided on-site technical support and training to customers.

IT Support Specialist

Allegro

📅 02/2014 - 06/2014 📍 Poznan, Greater Poland District, Polska

- Automated IT helpdesk processes for Ubuntu and Mac OS X environments by developing scripts in Bash, Python, SQL, and AppleScript.
- Streamlined issue resolution and system management.
- Administered JIRA for efficient ticket handling.
- Increased project efficiency by 25% by implementing new automation tools and processes.

Software Engineer

Santander Bank Polska

📅 06/2013 - 02/2014 📍 Poznan, Greater Poland District, Polska

- Scripting bash / ksh / python & Linux Server Administrator
- Designed, implemented, and successfully deployed a proprietary software solution for 2,000 ATMs, including manual testing to ensure functionality and effectiveness. This replaced a process previously performed by 16 full-time employees.

Systems and Support Specialist

Skanska S.A. / Geminus PRO

📅 07/2011 - 06/2013 📍 Poznan, Greater Poland District, Polska

- Provided advanced remote IT help desk support for thousands of users around the world.

Commercial Presenter and Engineer in the Computers section

Media Expert

📅 08/2008 - 11/2008 📍 Gniezno, Greater Poland District, Polska

Junior System Administrator

CITY HALL in Gniezno

📅 07/2007 - 08/2007 📍 Gniezno, Greater Poland District, Polska

EDUCATION

Engineer's Degree, Computer Science

Poznan University of Technology

📅 01/2013 - 12/2015

Engineer's Degree, Computer Science

School of Communication and Management in Poznań

📅 01/2012 - 12/2013

Engineer's Degree, Computer Science

Poznan University of Technology

📅 01/2009 - 12/2011

IT Technician, Computer Science

Technical and General Education School in Września

📅 01/2005 - 12/2009