



HEIN HTET WIN

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SUMMARY

Results-oriented DevOps and Cloud Engineer having 4 years of experience in FinTech, ISP, Banking, and Education industries with a hands-on experience in dealing with automation technologies like CI/CD, containerization, configuration management. Specialized in managing and architecting large-scale system architecture and cloud infrastructure. Passionate about digital transformation and assisting many business owners with their reliable, secure and cost-effective cloud infrastructure. I frequently contribute to open-source projects and serve as a mentor and coach for newcomers in the field.

WORK EXPERIENCE

DevOps Engineer, AYA Bank

Mar 2023 - Present

- Successfully launched a major release (N3X) of a industry leading mobile wallet app in Myanmar, as part of a collaborative team, contributing significantly in the role of a DevOps engineer.
- Collaborate with cross-functional teams to ensure the smooth and efficient delivery of software products.
- Successfully reduced infrastructure costs for large-scale enterprise applications by 15% within the first six months.
- Monitor and troubleshoot production systems and applications to ensure optimal performance and availability.
- Developed a Continuous Integration / Continuous Deployment (CI/CD) pipeline that improved system reliability and uptime.
- Efficiently addressed developers' real-time concerns about CI/CD pipeline corruptions.
- Manage and maintain monitoring and logging systems to detect and diagnose issues in real-time.
- Automated server provisioning and configuration management, resulting in faster deployment and easier maintenance.
- Collaborate with external SaaS vendors like MongoDB Cloud, Elastic Cloud, and Redis Cloud to align project requirements with the in-house technical team.

Senior System Engineer, Frontiir Co.Ltd

Jan 2021 - Mar 2023

- Managed and supported different Operation Support Systems (OSS) in a large and up-growing ISP company.
- Follow and comply the necessary Service Level Agreements (SLAs) to ensure quick resolution of client complains and issues.
- Performed a performance bottleneck analysis and achieved application performance and average latency of critical systems up to 20% faster and with 99% availability time.
- Supporting web application developers in many ways for deploying their bug fixes in production environment.
- Taking part in the process of migrating legacy application stacks into more of DevOps culture and replacing many manual processes with automation.
- Analyzed and applied solutions for application performance improvement and high availability.
- Defined application and system-wide metrics and generated alert rules based on system performance for better system visibility and improvement.
- Troubleshooting different system related and network related issues in 3 different environments (QA, Staging and Production).
- Collaborate with cross-functional teams, including software developers, quality assurance engineers, and system administrators, to resolve complex technical issues.
- Monitor system performance, network connectivity, and application functionality using monitoring tools such as Nagios, Cacti and Zabbix.

Junior Network Engineer(Intern), KBZ Bank

Sep 2020 - Dec 2020

- Successfully designed and executed network infrastructure for enterprise needs.
- Consulted vendors and exchanged information to resolve problems with network devices.
- Created and maintained detailed network documentation, including network diagrams and device configurations.
- Monitored network performance and identified possible threats using network analysis tools.

EDUCATION

Bachelor of Computer Technology (Communication and Networking)

Dec 2014 - Dec 2020

University of Information Technology, Yangon

- Majored in Computer Networking and Communication Topologies
- Developed an understanding of communication protocols, network architectures and distributed systems, providing the ability to design and maintain even the most extensive networks and systems
- Practical experience in network security involving encryption, firewalls, and intrusion detection systems to provide data integrity and confidentiality.
- Accomplished a final year thesis focused on "Privilege Escalation in Active Directory (AD)". You can check out the complete thesis report here. -> [Project Report](#)

Diploma in English (CEFR C1)

Sep 2023 - Dec 2023

WallStreet English, Yangon

- Completed comprehensive English language training at Wall Street English, enhancing listening, speaking, reading, and writing skills.
- Engaged in practical projects such as presentations, debates, and multimedia projects to apply language skills in real-life scenarios.
- You can check out about levels here -> [English Levels](#)

CERTIFICATIONS & ACHIEVEMENTS

- AWS Certified Solutions Architect - Associate [Verify Here](#)
- AWS Certified SysOps Administrator - Associate [Verify Here](#)
- AWS Certified Developer - Associate [Verify Here](#)
- Certified Kubernetes Application Developer (CKAD) [Verify Here](#)
- Certified Kubernetes Administrator (CKA) [Verify Here](#)
- Linux Foundation Certified System Administrator (LFCS) [Verify Here](#)
- Red Hat Certified System Administrator (RHCSA) [Verify Here](#)
- Prometheus Certified Associate (PCA) [Verify Here](#)

COMMUNITY WORK

- **AWS Community Day 2023, Myanmar, Organizer**
 - Participated as an organizer in hosting in-person AWS Community Day, 2023.
- **AWS UserGroup Myanmar Meetup, Bangkok (2024), Topic Speaker**
 - Presented and hosted a talk show on AWS UserGroup meetup about use cases of AWS and how to build valuable relationships in the community.

ADDITIONAL INFORMATION

- **Technical Skills:** DevOps Methodologies, Cloud Computing, Infrastructure-as-code(Terraform, CloudFormation), Bash Scripting, Containerization(Docker, Kubernetes), Automation Tools(Jenkins, Ansible, Puppet), CICD(Gitlab CI), Logging(ELK Stack, FluentBit), Observability tools(Prometheus, Grafana, Loki), APM(Elastic Cloud, DataDog), Programming Languages(Python, Nodejs, ReactJS), Databases(MySQL, NoSQL)
- **Soft Skills:** Effective communication, Leadership mindset, Time management, Critical Thinking
- **Languages:** English(Fluent), Myanmar(Native)
- **Awards/Honors:** An active member of the "AWS Community Builder Program" since 2023, regularly contributing to the community by sharing knowledge and insights on AWS services and cloud computing. [Check Here](#)