Hien, Le Thai

SRE, DevOps Engineer - Cloud & On-Prem | 7+ years | Certified Azure & AWS Professional

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COMPETENT KNOWLEDGE AND EXPERIENCE

- Cloud Services (AWS, Azure, Vapor, Vercel)
- CI/CD (Jenkins, AWS CodePipeline, Azure DevOps, ArgoCD, GitHub Actions, GitLab CI)
- Basic programming (C/C++, Java, Groovy, Ruby)
- Scripting (Bash, Python)
- IaaC (Terraform, Ansible, AWS CloudFormation, Azure Bicep)
- Monitoring (CloudWatch, Azure Monitoring, Grafana, Open Telemetry)
- Database administration (MySQL, PostgreSQL, Redshift)
- Docker, Kubernetes (on-prem, AKS, EKS), ECS
- Agile, Kanban, SAFe

CERTIFICATES – https://www.credly.com/users/hienle

- Microsoft Certified Azure Administrator Associate
- Microsoft Certified DevOps Engineer Expert
- AWS Certified Solution Architect Associate
- AWS Certified DevOps Engineer Professional
- Certified Kubernetes Administrator

WORKING EXPERIENCE
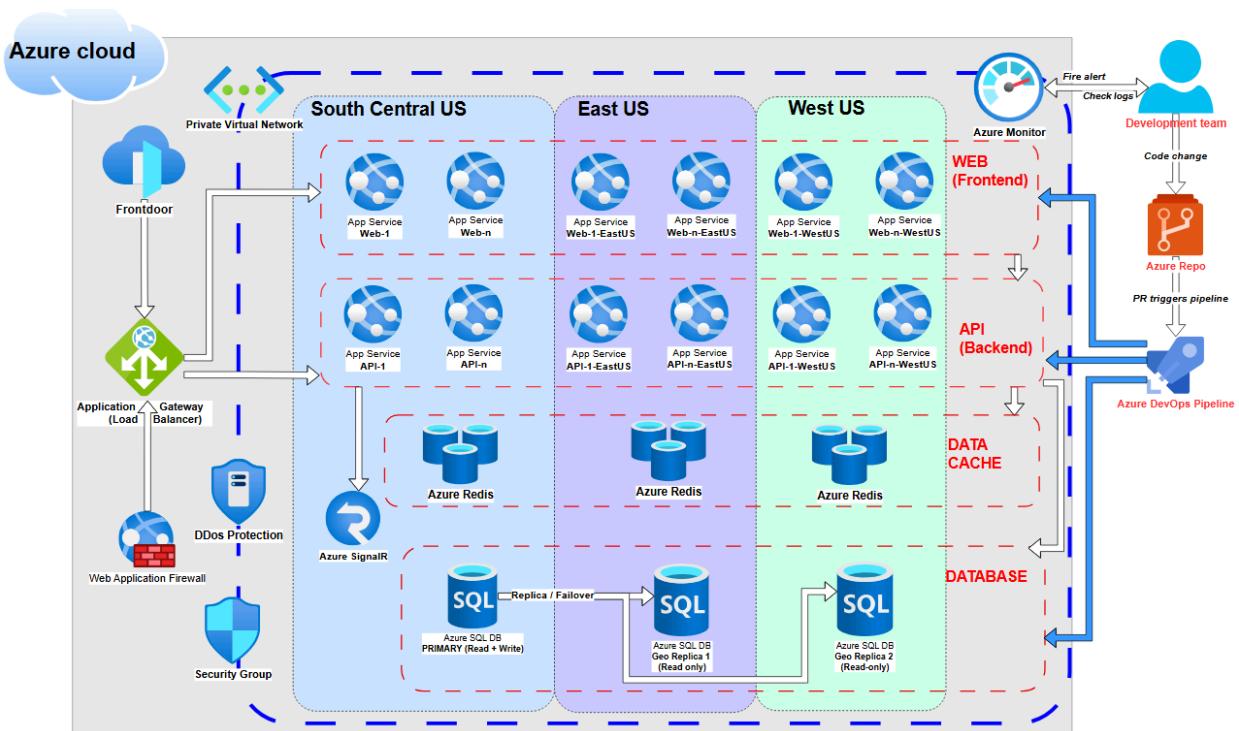
Freelance

AWS DevOps Engineer for an Singapore-based startup company   May 2025 - Oct 2025

- **Monorepo** enablement: Broke down team silos by consolidating services into a single repo; established shared packages and versioning strategy to drive code reuse and consistent releases.
- **CI/CD (GitHub Actions)**: Adopted **matrix strategy** into workflows to build and deploy container services in parallel; added change detection to run only affected jobs, speeding feedback, and cutting CI cost.
- **IaC** at scale: Structured **Terraform** folders with a clear envs/modules layout and **Terragrunt** for DRY orchestration, dependency management. Leveraged public modules and authored reusable modules.
- **Observability**: Deployed **Prometheus**, **Loki**, **Grafana**, **Tempo** with **OpenTelemetry Collector** as the ingestion backbone,and enabled cross-correlation across traces/logs/metrics. Version-controlled dashboards via **Git sync**, and integrated **Grafana Alerting with Slack** for real-time notifications.
- **ECS** at scale: Standardized **Fargate** services with metrics/logs/traces enabled; enforced consistent labels/targets for SLOs and cross-correlation. Implemented circuit breakers/automatic rollback, failure notifications, ALB integrations, and metrics-driven autoscaling. Enabled **service discovery** for internal DNS across services.
- **Network design**: Designed non-overlapping CIDR VPCs and **isolated workloads** in private subnets; managed cross-VPC connectivity via **VPC peering**.
- **Security enhancement**: Hardened ingress/egress with **least-privilege Security Groups**; **enforced MFA** and **IAM least privilege**; secure remote access with **AWS Client VPN**.
- Achievements:
  – Ensured 99.95% availability targets.
  – Cut CI time 20% via build matrix and cost 40% with self-hosted & caching.
  – Reduced image size 60% with multi-stage builds & slim bases.

Azure DevOps Engineer for an US-based healthcare technology company   Sep 2024 - Ongoing

- Set up **infrastructure and CICD** (**Azure DevOps Agent on Windows**) for a healthcare technology company, ensuring compliance with **HIPAA data privacy regulations.**
- Support Development team with **debugging** and **performance troubleshooting.**
- Define and monitor **SLIs, SLOs,** and **SLAs**; implemented observability and alerting pipelines to ensure 99.95% availability targets, optimized cost.
- Techstack: **Azure DevOps pipeline** (YAML + Classic), **Azure App Service (ASP .NET** & **.NET Core)**, **Application Insights**, **Container App**, **FrontDoor**, **Key Vault**, **Application Gatewa**y, **Azure SQL Database**, **Azure Cache for Redis**.
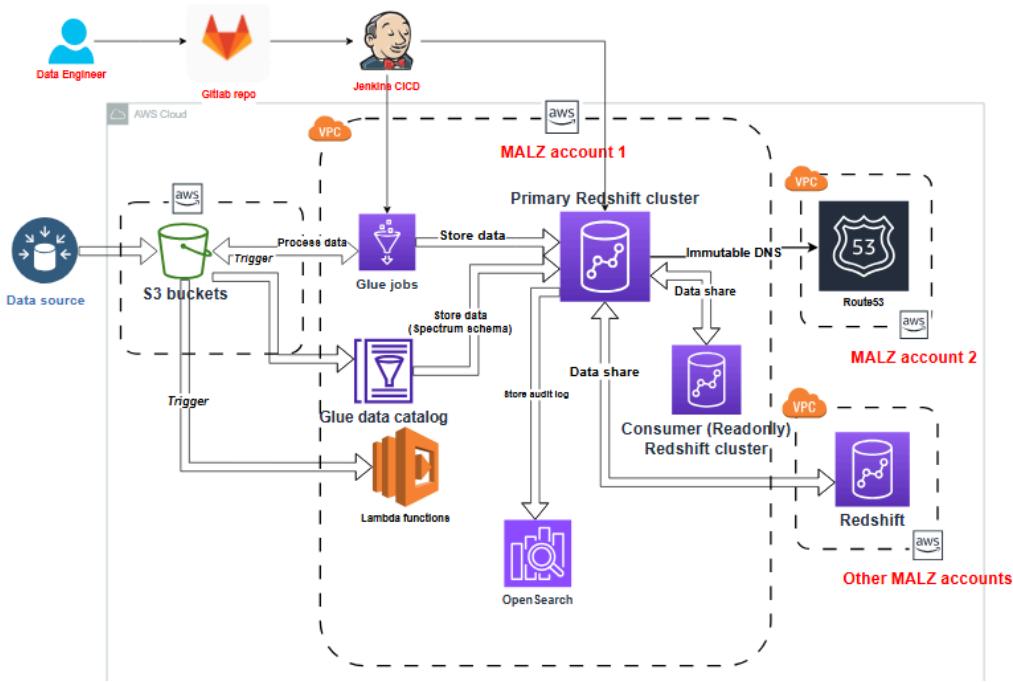
(Architecture diagram (redacted/sanitized for confidentiality. View Full-size diagram)

EPAM ANYWHERE
Platform Engineer - Multi-account AWS Data Lake Platform   May 2022 - Dec 2024

(Architecture diagram (redacted/sanitized for confidentiality. View [Full-size diagram](#))

- **Migrate and manage resources across AWS accounts**, including **Redshift** cluster, **EC2** instances, **Glue** jobs, **OpenSearch** cluster, **S3**, **Secrets manager, Key management Service,** etc.
- **Database administration** (Redshift, SQL Server).
- Create **Terraform & CloudFormation templates** to provision resources in AWS. **Ensured GDPR compliance** by implementing access controls, encryption, and audit logging across infrastructure and deployment pipelines.
- Develop & maintain **CICD** (**Jenkins on Linux**).
- Write **Lambda** functions/ Python scripts for ad-hoc tasks.
- Monitor resources - performance, usage and cost. Visualize reports using Grafana and Redash.
- Define and monitor **SLIs, SLOs, and SLAs;** implemented observability and alerting pipelines to ensure **99.95% availability** targets, optimized query latency, and reduced incident response time.
- **Write runbooks** for the 24/7 support team.
- Developed and tested **disaster recovery** plans for critical systems, ensuring compliance with internal SLAs and regulatory standards, reducing **recovery time objectives (RTO)** and improving **recovery point objectives (RPO).**
- <u>Key achievements</u>: Migrated resources with minimum downtime. Optimized cost, performance. Ensured SLA.

OKXE.vn
Senior DevOps Engineer   July 2021 - May 2022

- **Build, maintain and scale infrastructure (fully on AWS)** for dev, QA and production environment for a 3-tier web app.
- Support Development team with **troubleshooting issues**.
- AWS Services used: **IAM**, **EC2** (Linux), **CloudWatch**, **CloudTrail**, **CodePipeline**, **Elastic Beanstalk**, **OpenSearch**, **RDS**, **S3**, **Cloudfront**, etc.
- Own production alerts and act as the point of contact for all infrastructure incidents.
- Implement and maintain CI/CD systems (CodePipeline).

- Perform cost optimization.
- Key achievements: Reduced monthly cost by 20%. Applied Infrastructure as code to reduce deployment and management effort. Kept the system performing well under high traffic.

IFI Solution

Offshore CICD Team Lead   Jan 2021 - July 2021

- **Write Jenkins Shared Library** using Groovy that integrates with many 3rd party tools (Google Cloud Platform, Kubernetes, Vault, Jrog, SonarQube, etc.)
- **Lead a small offshore** team to work with European colleagues. Joined daily meetings, Program Increment (PI) planning on behalf of the team, supported and assigned tasks to team members.
- **Build and manage a Kubernetes cluster** for internal production systems.
- Key achievements: The Jenkins library is still maintained and used for the CI/CD pipeline to date. Successfully trained newcomers to join the project.

KMS Technology

DevOps Engineer   Feb 2019 - Jan 2021

- **Migrate legacy system to Azure cloud.**
- Set up, manage & monitor **Linux & Windows servers**.
- Configure **FTP server,** web server using **Nginx, IIS**. Build and maintain a microservice web app with **Docker & Kubernetes**.
- **Set up CI/CD with Jenkins.**
- Key achievements: Successfully migrated on-premise legacy system to cloud microservices, running on Azure Kubernetes Service.

HELLA VIETNAM

Assistant Embedded Software Engineer   Oct 2016 - Oct 2018

- Implement change request from customer for Passive Entry, Passive start sub-features
- Implement SW for Passive Entry - Passive Start (PEPS), Authentication software module.
- Maintain authentication module using Advanced Encryption Standard (AES128)
- Execute Module/Unit testing, Integration testing, SW testing.
- Key Achievement: All change requests and error reports have been fixed and released successfully. 100% PEPS projects are released and now running in real vehicles.