Le Quang Hieu

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Summary

I'm a SRE / DevOps Engineer experienced in building and managing cloud-native infrastructure across **GCP** and Azure. Specialized in Kubernetes, Helm, and GitOps (ArgoCD), Azure DevOps CI/CD, Terraform. Skilled in automation scripting for scaling operations and improving system reliability. Passionate about designing resilient, secure, and observable systems that empower development teams and deliver business value.

Experience

SRE / DevOps Engineer at **VSOL** ↗ *Ho Chi Minh, Vietnam / Riyadh, Saudi Arabia*   Dec 2024 – present
· Onsite in **Riyadh**, acted as primary incident responder, performing root-cause analysis to reduce **MTTR**.
· Integrated **DevSecOps** practices into pipelines (**SCA**, **SAST**, **DAST**) to enhance security compliance.
· Standardized Terraform **GCP** modules for multi-environment infrastructure, ensuring consistency and scalability.
· Re-architected Apigee API Gateway structure to overcome proxy limits and simplify policy management.
· Implemented observability stack using OpenTelemetry, Grafana, Loki, and Prometheus.
· Configured Palo Alto firewalls, **NAT**, and VPN site-to-site connections between **GCP** and on-prem vendor networks.
· Implemented **SSO** via Keycloak with Entra ID federation, enabling centralized **RBAC** across internal tools.

DevOps Engineer at **VIB** ↗ *Ho Chi Minh, Vietnam*   May 2024 – Dec 2024
· Maintained and improved CI/CD pipelines across multiple projects using Azure DevOps.
· Refactored YAML templates for scalability and reuse across multiple environments.
· Automated patching and **CVE** remediation using scripts and CLI tools.
· Integrated **SAST** and **DAST** tools into pipelines to enforce security gates and improve code quality.
· Provided troubleshooting support to developers for build, deployment, and infrastructure issues.

Backend Developer at **GoTECQ** ↗ *Da Nang, Vietnam*   Oct 2020 – Apr 2024
· Developed and maintained core backend services: Notification Center, Work Management, Contact Center, Data Management.
· Implemented **CQRS** pattern with async processing via Redis Queue, reducing API latency by **40%**.
· Maintained on-prem and AWS infrastructure using GitLab CI/CD and Docker.
· Integrated 3rd-party services (HelloSign, Twilio Flex) and internal core libraries.
· Designed API specifications, database schemas, and microservice interactions.

Technologies

Cloud & Platforms: GCP, Azure, GKE, AKS, **ROSA**

CI/CD & IaC: Azure DevOps, Terraform, ArgoCD, Helm, Docker, Kubernetes

Observability: AppDynamics, OpenTelemetry, Grafana, Loki, Prometheus, Elasticsearch

Security: DevSecOps, Keycloak, Palo Alto

Scripting: Bash, Python, JavaScript

Tools: Neovim, Tmux, Git

Languages: English (Intermediate)

Projects

CICFlowMeter   Mar 2021
· Developed network traffic analysis tool extracting over 80 network flow features.
· Converted PCAP files to CSV features or real-time flow data for ML model training.
· Open-sourced at CICFlowMeter ↗ , used for malicious traffic detection research.

Education

Duy Tan University, BS in Network Engineering – Da Nang, Vietnam   Aug 2017 – Aug 2021
· GPA: 3.5/4.0
· Full Scholarship