Contact

John Basteas

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Education

HashiCorp	HashiCorp Certified: Terraform Associate
Microsoft	MCSA : Windows Server 2012
	MS : Server Virtualization with Windows Server Hyper-V and System Center
	MCP : Microsoft Certified Professional
VMware	vSphere 6 Foundations
Citrix	CCA : Citrix Certified Administrator for Citrix XenApp 6
CompTIA	CompTIA Linux+
LPI	LPIC-1 : Linux Server Professional Certification
Novell	SUSE CLA (Enterprise Server 11) : SUSE Certified Linux Administrator
Dell	DCSE 2000 Storage Foundations
	DCSE 2000 Networking Foundations
	DCSE 13th Generation Servers
	DCSE 1000 Enterprise Foundations
	DCSE Foundation 2013 Desktops
	DCSE Foundation 2013 Portables
	Foundation 2010 Desktops Certification
	Foundation 2010 Portables Certification
	DCSE Service Call Essentials
2002 to 2003	**I.I.E.K. KORELKO – ATHENS**
	Advanced Diploma of Computer Technician & Electronics Engineering
1999 to 2002	**FIRST TEE GALATSIOY – ATHENS**
	Computer / Network Support Technician

Work Experience

Quadient, (Prague)
JANUARY 2024 – PRESENT
Senior DevOps Engineer

Leading the deployment and ongoing operations of a scalable, multi-region application on AWS across segregated accounts, ensuring high availability, performance and resilience. Automating infrastructure provisioning with Terraform and Jsonnet for configuration. Designing and maintaining CI/CD pipelines in Azure DevOps to standardize releases, streamline deployments and automate operational tasks. Building Bash and Python scripts to reduce manual toil and improve operational reliability.

Implemented proactive monitoring and alerting to improve availability, performance and resolution of production incidents. Driving security best practices across cloud infrastructure and performing continuous vulnerability scanning to maintain a secure, compliant and resilient platform.

Contributing to and leading cross-team projects, including supporting cloud migrations and handling critical operational tasks.

Monstarlab, (Prague)
OCTOBER 2021 – DECEMBER 2023
DevOps Engineer

Deploying and maintaining scalable, highly available applications on AWS (partially Azure) for several customers and internal projects. Provisioning Infrastructure using (IaC) Terraform and Ansible for configuration management. Work closely with developers to build (CI/CD) pipelines and deploy applications on various environments following the best practices. Building applications using Docker and Kubernetes (Helm). Deploying and maintaining several Linux/Windows servers. Working with Git version control system.

Migration of several applications from one platform/service to another and implementation of monitoring and alerting tools based on client needs.

Monstarlab, (Prague)
AUGUST 2020 – SEPTEMBER 2021
Lead System Administrator

In a multi-cloud environment responsible for the design, implementation and administration of Azure, AWS, GCP, JumpCloud. Migration of G Suite (Google Workspace) from more than 15 sites included EMEA/AMER/APAC into one Global Tenant. Several Office 365 migrations to G Suite for new partners. Azure AD design, implementation and administration, together with the implementation of Active Directory infrastructure globally. Slack, Atlassian Cloud/On-prem migration and administration. Responsible for the design, implementation and administration of Sophos Endpoint Protection, MDM, Office 365, Zendesk globally. Administration on several platforms like Github, Recruitee, IT Glue, Bugsnag, 1Password, Lucidchart, Scrutinizer etc. Responsible for the Single sign-on implementation on multiple applications.
High focus on security following the best practices where is possible and working closely with the security team to achieve the best results required for ISO certifications. Colleagues training on a regular basis from several countries on new or current platforms.

NN Group, (Prague)
JULY 2017 – JULY 2020
System Administrator

In a Scrum environment responsible for the support of multiple AD forests and services (DHCP / DNS / GPOs / WSUS / DFS / WEC / PKI / AD FS / MFA / Azure AD / ATP, ATA / Hyper-V). Worked under the Active Directory administrative tier model and been responsible to maintain and improve it following the best Microsoft practices. Collecting and analysing requirements for new deployments and executing changes on the production AD infrastructure. Supported development and maintenance of AD designs, guidelines and documentation procedures as well as ensure compliance with NN policies and standards.

Worked with the security teams to maintain and monitor AD setup, provide reports and suggest or implement changes for the security improvement in AD.

IBM Client Innovation Centre Central Europe, (Brno)
MARCH 2016 –JUNE 2017
System Administrator

Responsible for monitoring, controlling and troubleshooting servers, networks, applications and distributed systems in a multi-vendor environment. Administration of MS Windows server based operating systems such as Windows Server 2000, 2003, 2008, 2012, connected services DNS, DHCP, Active Directory, infrastructure VMware and Middleware IIS, MS SQL.

Implemented routine and preventive maintenance tasks like application loads, disk utilization, system loading and system monitoring. Performed required Change Control processes to ensure proper approval and execution of tasks. Coordinated with IT personnel, stakeholders and vendors to identify customer needs of new project requests.

CPI, (Athens)
FEBRUARY 2012 – JANUARY 2016
IT Support Technician

As an External Partner at the IT department of OTE (Hellenic Telecommunications Organization). Resolved several issues remotely, by telephone or On-site, include network, server, hardware and software problems. Set up equipment for employee use, network/local printers and LAN wires in patch rooms. Provided 1st and 2nd line support on Microsoft Lync, Exchange, Active Directory and Citrix. Created various system images for the company's needs.

The last eight months worked at the technical department of Dell Hellas. Resolved problems In-house/On-site of Dell's Server, Laptop and Desktop systems. Provided telephone and online diagnostic technical support of software and hardware.

HOTECH, (Athens)
DECEMBER 2008 – JANUARY 2012
IT Support Technician

At the technical department of an Enterprise Software Solutions company. Installation and maintenance of operating systems Windows 9x, XP, Vista, 7, Windows Server 2003, 2008. Reviewed and performed upgrades to existing computer systems. Designed LAN, WAN, peer-to-peer and server-based networks connecting from 5 to as many as several hundred workstations.

Performed On-site repair and preventive maintenance on customer computers. Evaluated technical issues troubleshoot computer problems and solved customer concerns in an efficient and courteous manner. Coordination with hardware and software vendors to maintain operations, diagnose issues and resolve problems. Responsible for performing hardware and software performance regularly.

S.A.COMPUTERCOMPANY, (Athens)
AUGUST 2007 – NOVEMBER 2008
PC Support Technician

Diagnosed and replaced defective computer parts and external peripheral components. Installed and configured routers and printers. Provided telephone and remote access support of software and hardware. Effective hard drive maintenance that includes virus and spyware removal, defragmentation, disc imaging and data recovery.

Built customized computers from customer specifications. Enhanced stability and operation of systems by advancing Win 98 to Win XP Professional, collected all client data, transferred offered applications and modified configuration settings.

RICOH, (Athens)
JANUARY 2007 – JUNE 2007
Computer and Printer Technician

Practical experience as a computer and printer technician.

Activities and Interests

Smartphones, surfing on the internet, mixing music,
body exercise, kickboxing, football, traveling.