

JOHNSEN

SITE RELIABILITY ENGINEER

CONTACT:

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 Sydney, NSW

QUALIFICATIONS:

CCNA
CCNP
AZURE FUNDAMENTAL

SKILLS

- Windows / Linux
- AWS / Azure
- Network (Firewall, Switches)
- IaC (CloudFormation, Terraform, Pulumi)
- CI/CD (GithubAction, Azure DevOps, OctopusDeploy)
- Scripting (Powershell, Bash)
- Kubernetes (AKS)
- Datadog
- Python

PROFESSIONAL PROFILE:

System Engineer turned into DevOps/Site Reliability Engineer role

ACADEMIC BACKGROUND

Universidad Internacional de la Rioja (UNIR) & STIKOM Medan
BS INFORMATION TECHNOLOGY

- Graduated in 2011
- GPA 3.28 / 4.00

CAREER BACKGROUND

SITE RELIABILITY ENGINEER



WILLIS TOWERS WATSON (WTW)
JUNE 2023 - NOW

- Built monitoring and dashboards (Datadog)
- Helps define SLOs to enhance system reliability
- Automate manual tasks, reduce operation toils
- Optimize CI/CD pipelines, cut build and deployment time
- Deploy Azure resources with Pulumi as the main IaC

Key achievements

- Reduce client onboarding time from average 1,5 days to 1 day
- Cut alert noises from approximately 50+ to <20 alerts per day
- Improve CI/CD pipeline from average 40minutes to average 25minutes

PAST EXPERIENCE (AUSTRALIA)

SITE RELIABILITY ENGINEER

OFX (OZFOREX)

FEB 2022 - MAY 2023

- Automate infrastructure with CloudFormation and Terraform
- Write and optimize CI/CD pipeline in GithubAction and OctopusDeploy
- Enhance monitoring and observability (Datadog Synthetics, APM, Monitor and Dashboards)
- Conduct Post-incident reviews to improve system reliability

Key achievements:

- AWS Migrations (Application resides in EC2 Instance to AWS Fargate)
- Helped migrate local scripts to AWS Lambda
- Research and proposed solution on migrating RabbitMQ from EC2 instance to AmazonMQ
- Create reusable Terraform module for Datadog Monitors



IT INFRASTRUCTURE ENGINEER

APPEN

JAN 2021 - JAN 2022

- Managed cloud & on-prem environments (AWS, Azure, Active Directory).
- Administered networks (Palo Alto, Sophos) and MDM solutions (JAMF, Intune).
- Automated workflows using PowerShell and Bash.
- Monitored system reliability (Pingdom, New Relic).

Key Achievements:

- Migrated local file server to AWS EFS.
- Cut new user setup time from 4 hours to <2 hours via Powershell automation.
- Reduced laptop onboarding time from 4 hours to <2 hours with Intune.



IT ENGINEER

ESCADIA PTY LTD

JAN 2019 - JAN 2021

- Responsible for clients' overall IT Infrastructure (Servers, VMs, Networks, Applications)
- Alerts monitoring and service reliability
- Proactive maintenance and recommendation on IT modernization to our clients
- Technology involved ranging from Windows, Office365, Exchange, Cisco, Palo Alto



IT ENGINEER

FREMANTLEMEDIA AUSTRALIA

SUBCONTRACTED FROM ESCADIA PTY LTD

JUN 2018 - DEC 2018

- Maintain corporate IT system (AD, DNS, Office365, GPOs)
- Manage internal on-prem servers (VMs) and cloud-based servers (AWS)
- MDM Management (JAMF, Intune)
- Proactive approach to modernise corporate IT system (Automation, Alerts, Backups)
- Network administration (Ruckus, Palo Alto and Juniper)



ASSOCIATE ENGINEER

RICOH AUSTRALIA - CONTRACT POSITION
DEC 2017 - JUNE 2018

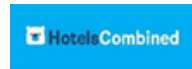
- Managed Service Provider - Tier 1-2 Support



IT HELPDESK SUPPORT

HOTELSCOMBINED - CONTRACT POSITION
NOV 2017 - DEC 2017

- In-house IT Support, assisting all IT issues and requests from internal users



IT LEVEL 2 SUPPORT

PRIORITY NETWORKING - CONTRACT POSITION
FEB 2017 - JUN 2017

- Managed Service Provider - Tier 2 Support
- Maintain clients' general IT infrastructure (Office365, AD, DNS, Antivirus, Backups, Networks)
- Escalation point from Tier 1 Support



PAST EXPERIENCE (OVERSEAS)

IT & CONTROL ENGINEER

VANDERLANDE INDUSTRIES
NOV 2014 - DEC 2016

- Covers all IT-related system in Indonesia Airport Projects
- Enterprise scale servers (HP Proliant, MSA, UPS)
- Operating System (Windows Server 2008), Services (AD, GPO), Failover clustering



SENIOR IT INFRASTRUCTURE ENGINEER

WILMAR INTERNATIONAL LIMITED
APR 2008 - DEC 2014

- Enterprise scale servers (HP Proliant, BladeSystem, HP BL series, RAID Controllers)
- Windows OS (Server 2003, 2008, XP, Win7)
- Domain services (AD, DNS, GPO)
- Projects-related works
 - Active Directory rollout
 - Mail Server migration (Mdaemon to Lotus Domino)
 - Office365 implementation
 - ERP (Invoices capture - ReadSoft) implementation



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