Joshua Zarazovski

Technical Support Engineer | Aspiring DevOps Engineer

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Relevant Experience

DevOps Assistant – **KubeCraft**   Current

Actively participating in KubeCraft's hands-on DevOps internship program, focused on building production-ready skills through real-world labs, coaching, and project execution. Current focus includes:

- Linux system administration
- Kubernetes fundamentals and homelab deployment
- CI/CD pipelines (GitHub Actions, Azure DevOps)
- Infrastructure as Code (Terraform)
- Monitoring and Observability basics
- Personal branding and job search strategy

Completing projects and challenges with feedback from senior engineers. Building a public portfolio and preparing for job interviews through structured learning and mentorship at https://www.skool.com/kubecraft/about

Network Technical Support Specialist – **Fastly**   Current

- Technical Support & Incident Management: Utilize ticketing systems like Zendesk and incident management tools such as PagerDuty to efficiently handle customer inquiries and coordinate responses to system incidents, ensuring minimal downtime.
- Customer Education & Documentation: Conduct training sessions via Zoom and maintain a comprehensive knowledge base in Confluence, providing customers with resources and best practices for optimal use of Fastly's services.
- Monitoring Systems & Performance Analysis: Use Grafana and Datadog for real-time monitoring of system performance, allowing proactive identification of potential issues and ensuring service reliability.
- Collaboration & Reporting: Collaborate with cross-functional teams through Slack, and analyse data using Google Analytics and Tableau to generate actionable insights for improving customer satisfaction.

API/Developer Support, Ecosystem – **Atlassian**   2023-2025

- Debugging developer's code (node, express, react, Java, REST APIs, graphQL) when issues arose with their apps
- Testing all our suite product APIs using Postman/cURL and flagging the correct engineering team if there are issues, whilst updating API documentation
- First point of call for all developers using Atlassian's Jira product as our ticketing system
- Liaising with the many engineering, product, legal and sale teams
- Documenting changes and adding new knowledge points to our internal knowledge base
- Setting and meeting quarterly goals; including individual, team and company oriented goals
- Taking part in ShipIt; an annual company based 'hackathon'

Enterprise Technical Support Engineer – **WordpresVIP**   2020-2022

- Building and maintaining relationships with key stakeholders including News Corp Australia and Samsung
- Technical understanding and usage of the supported applications and infrastructure; including how they are built, configured and maintained. This includes, in scope, PHP, WordPress, Javascript, Server load & monitoring (Grafana, ELK stack, NewRelic), REST API, Docker- compose\cli, SQL (MariaDB) for Database management, GitHub builds and deployments as well as common IT related applications and hardware
- Contributing to the internal Field Guide
- Helped build an CLI tool for News Corp which spun up a local sandbox environment that mirrored their live environment which they could easily use as they Development tool. Also wrote all installation and usage documentation for said tooling
- First point of call via Zendesk for client issues
- Achieving a high level of Customer Satisfaction, and helping to enact action plans if service delivery is not meeting expectations
- Ensuring SLA/SLO commitments are above the required levels of performance and quality

Skills

Programming Languages

- HTML, CSS
- JavaScript (ES2015+)
- Python
- Bash
- YAML, JSON, XML, SQL, YCL

Libraries & Frameworks

- React
- Next.js
- Node.js
- Flask
- Tailwind CSS
- Framer Motion
- Application Programming Interfaces

Tools & Platforms

- REST/SOAP APIs
- Postman/cUrl (API Testing)
- **Cloud Fundamentals:** AWS - EC2, S3, VPNs, VPCs, Lambda, IAM, CloudWatch, DynamoDB, CloudTrail, QuickSight, SES, SNS
- Cloud Native Architecture
- Experienced Linux User (Deb, RHEL, Arch)
- Automation (Bash/Python)
- Database (SQL/NoSQL)
- Cyber Security
- Git, GitHub, GitHub Actions
- Terraform
- Kubernetes
- **Network Troubleshooting:** cUrl, ping, traceroute, nslookup, tcpdump, dig, ifconfig, SSH, mtr, netcat, tshark
- SSO (SAML, OpenID, OAuth, and JWT)
- Grafana
- Snyk
- Zendesk, JIRA, Confluence, Trello, Slack, Salesforce Service Console, Twilio

Education

Royal Melbourne Institute of Technology

Associate Degree in Multimedia Systems – Specialising in Web Development

2010-2012

Certifications

AWS – Certified Cloud Practioner (CLF-C02)

ICS2 – Certified in Cybersecurity

Interests

Running a Kuberenetes Homelab, constantly evolving it, studying Devops as a full time member at KubeCraft, fitness and wellbeing, human physiology, science fiction & fantasy novels, new tech and my dog.

References

Please enquire for latest references