JAMES T. SZARKA

Infrastructure Manager | SRE Manager | DevOps Manager

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PROFILE

A highly skilled and experienced IT Architect partnering a robust portfolio of technical expertise and high performing technical team leadership with sound business acumen. A hardworking, driven, and trusted resource with an appreciation for navigating complex projects and technical challenges to create scalable solutions that exceed expectations. An enthusiastic team player who forges solid and results-driven relationships to effectively identify requirements and integrate solutions that drive operational efficiency and success in high-growth and fast-paced environments.

PROFESSIONAL EXPERIENCE

Finning International
Senior DevOps Digital Operations Engineer Technical Lead   May 2023 - Present
- Lead and mentor a cross-functional DevOps team, ensuring adherence to DevOps best practices and fostering innovation
- Design, implement, and manage platform-based application environments, streamlining software build and deployments
- Spearhead the development of Global Digital Ops practice, utilizing tools like MS Azure DevOps, Kubernetes, and Microservices
- Manage software release cycle through advanced CI/CD techniques, enhancing delivery predictability
- Develop strong service level agreements, focusing on proactive problem detection and service availability
- Build and maintain essential environments for data and analytics teams, ensuring scalability and reliability
- Evaluate and recommend new tools and processes, contributing to ongoing digital transformation efforts

Symend
Manager of DevOps   September 2022 – March 2023
- Headhunted to lead a team of 7 DevOps Engineers in the management of production, staging, testing, and development environments on Azure; technical leadership recognized for driving strategy, ensuring quality assurance of team output, and promoting a culture of technical proficiency and high-performance
- Coordinated the build and release pipelines between various projects using different technologies; contributions to appropriate technology selection resulted in improved deployment, efficiency, reliability, and scalability of services
- Reviewed and built out specific SLOs for critical systems against all the microservices running
- Collaborated with various departments (architects, technologists, product, sales, administrators) to remain current on upcoming feature requirements/ refinements and support the development of scalable future system enhancements
- Actively participated in decisions to develop and improve security-based standards and practices resulting in compliance with SOC2

Absorb Software
Manager of Site Reliability and CloudOps   January 2022 – September 2022
- Managed a team of 10 SRE and DevOp Engineers to review and build out specific SLAs for critical systems against all services running; the team were highly successful in ensuring SLAs were quantifiable, monitored, and enforced
- Tracked and understood alert delay, responses, and best indicators of service degradations to protect SLO
- Maintained diligent and optimized scheduling of team's daily operations by building a follow the sun framework which leveraged global workforce to increase 24/hour response of SLA incidents; effective management of the daily and weekly manual tasks reduced toil, increased workflow, and optimized team performance
- Performed health checks on all database-performing servers and initiated a project to migrate to RDS services in AWS to drive stability and consistency
- Led the development and implementation of the incident management process, ensuring all SLAs were correctly cross-referenced to the services and that appropriate metrics, alerts, and notifications were identified and managed

TransAlta Energy Corp.
Senior Team Lead Cloud and Infrastructure Administrator   September 2019 - January 2022
- Retained to lead a team of ~30 onshore and 70 offshore high performing IT personnel; in collaboration with Project Managers, team met all milestones for large and complex projects, which included leading backup and disaster planning for all of their largest assets
- In response to an audit conducted on performance and costing of Azure cloud infrastructure on multi-geo regions, led an initiative to right size, govern, and reduce excessive spend which resulted a savings of ~$180K USD/ annum
    - Built out utilized usage plan and designed reserved instances
- Led the successful re-deployment and integration of MS Teams across Australia, USA, and Canada
- Designed HA backup and recovery plan using Cohesity cloud and on-prem hardware
- Assisted with Microsoft Data Lakes integration to various business connections in accordance with multiple project requirements in order to drive wind turbine optimization and performance
- Built out Azure resources planning and usage by department
- Carried out process mapping and process optimization in accordance with all energy compliance regulations
- Led operation work analysis for Hydro Dam Command Centre retooling which improved the project metric by >80%

viiz Communication
DevOps Manager   September 2017 - September 2019
- Retained to deploy code from development to testing and then onto production, increase the number of deployments, and shorten the window between development to production
    - Superior performance recognized for consistency in achievement of low rate of failures and rollbacks on deployment
- Performed design plans and architect CD/CI plans
- Led the full automation of deploying software versions
- Built out Kubernetes stack and containerizing applications
- Mitigated failures by building out over multiple geo regions on Shaw's Cloud and Google's Compute Platform

Securitinet Inc., **Senior IT Manager**

CareFactor Corp./ Computer Maintenance Corp., **Senior IT Systems Administrator**

ENTREPRENEURIAL & TECHNICAL EXECUTIVE EXPERIENCE

Backup Plan Inc. & Cloud Plan Inc.
Infrastructure and DevOp Consultant   January 2014 - Present
- Provide senior technical consulting to midsize to enterprise clients including OculusVision Tech Inc. (OVT: TSX) and CGI Inc. (January 2014 to September 2017); primary functions include assisting customers ensure that all data assets are completely protected in the best and most efficient ways possible
- Maintained responsibility for budget development and management, marketing, vendor selection and management (RFPs), contract negotiations, and AP/AR
- Highlighted contributions:
    - Architect and build a cloud platform for blockchain video and document watermarking management SaaS Application
    - Generated start-up capital and maintained consistent growth of products and services offered
    - Fully automated Desktop as a Service for a large MSP
    - Completed product testing for Disaster Recovery as an international service product which included the creation of disaster recovery documentation and support procedures
    - Hosted Email Security MSP service for local IT Integrator providers
    - Architect, plan, and create cloud environments at Azure, AWS, SoftLayer, and others
    - Architect, document, and implement business continuity plans

eBackup Inc.
Founder, Chief Technology Officer (CTO) & Owner   February 2001 - January 2014
- Founder of Western Canada's largest cloud storage provider which provided data protection solutions for small businesses and enterprise-scale corporations; under leadership, oversaw the successful acquisition of eBackup Inc. to J2 KeepItSafe and was retained to manage the integration of customer assets from 2014 – 2017
- As CTO, maintained management of all technical infrastructures and designing networking, storage, security, the physical data centre, help desk, and training centre

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Globalworx Inc.
Chief Technology Officer (CTO) & Owner   March 2008 - December 2015
- Globalworx Inc. was a custom computer programming service company; as founder, maintained responsibility for establishing the technical and strategic vision, developing product roadmaps, and leading all aspects of technology development
- Formulated policies that ensured compliance and consistency in practice, and supported the organization in achieving its competitive positioning
- Identified opportunities and risks, competitive services, and opportunities for innovation
- Built Open Stack & Cloud Workspace environments to onboard new customers
- Created and designed hybrid cloud solutions for customers' custom web applications
- Designed and built a universally available IAAS platform to enable DevOps greater flexibility

CERTIFICATIONS

- Open Stack Administration
- Asterisk System Administration
- OnStor Grid Storage Administration
- Zantaz Email Archiving
- Asigra Certified Administrator
- A+ Certified Engineer
- Microsoft Server & Workstation
- Microsoft Small Business server

- Diploma in Electronic Engineering, DeVry
- Sun Solaris Unix Server and Workstation Administration
- Microsoft Azure – Administration and Architect AZ-300 and AZ-301
- AWS – Architecting on AWS
- AWS -Exam Readiness – AWS Certified SysOPs administrator
- Splunk Fundamental 1,2, and 3

TECHNICAL SKILLS

Cloud Solutions: Amazon Web Services, Microsoft Azure, GCP, Softlayer, Cybera Cloud Open Stack, Canarie OpenStack, Digital Ocean, and many others.

Linux: Apache, Nginx, PHP, TCP/IP, IPchains, VLANs, IPSEC, SNMP, NFS, DNS, Postfix, Sendmail, Asterisks, Oracle, LDAP administration, FTP(S), Nagios monitoring, VPN, RAID, LVM, tune, Patch, Provision, manage, Build LAMP Stacks, File Servers, Web Server, Mail Servers, Tomcat Servers, Shell Scripts, OpenStack, KVM, Zenoss, K8S, GreyLog2, Rsync, Python, GIT, VNC, SSL, SSH, HTML, HTML5, WebDAV, TFTP, IP fire Firewall, PFSense Firewall, Docker, LXC, Red Hat Server Admin, SuSE, Ubuntu, Free BSD, Arch Linux, Debian, CentOS, Docker, Kubernetes, Open Stack, RedHat OpenShift

Microsoft: Windows AD, DNS, DHCP, WSUS, Exchange, RDP, MSSQL, CIFS, PowerShell, CIFS, IIS, SharePoint. SCCM, Azure, Office 365, Skype for business, PowerBI, Volume Licensing, SPLA, Azure backup, Azure AD, Hyper-

Hardware: Dell(EMC) Enterprise devices, Oracle (SUN), HP, Cisco, NetApp, OnStor, Scale Computing Grid Storage, Asterisk, Polycom, Digium, Samsung, Supermicro, LSI, Apple, Brocade, Juniper Firewall & VPN

Storage: Onstor Grid Storage, Scale Computing DFS Cluster Storage, OpenNAS, FreeNAS, Microsoft Storage, LSI Storage Controllers, NetApp OnTAP, EMC Storage, fibre channel, Object Storage, SAN, DAS, NAS, iSCSI

Other Applications: Postgres SQL, MySQL, MSSQL, Advanced Asigra Administration, Efolder Advanced Administration, VMWare (Vshpere, Vcenter, Horizon, Fusion, Cloud Director, Virtual SAN), Ahsay Advanced Administration, Zantaz email archiving certification, Axigen Mail Server, Spamtitan (Email Spam Gateway), IASO Backup Administration, VirtualBox, SugarCRM, Act, Goldmine, Tigerpaw, OwnCloud, Zimbra, WordPress, Joomla, SEOPanel, Opsview, SIP, Ansible, Terraform, Atlassian products, Pager duty, New Relic, Grafana, Bitbucket. SumoLogic, Solar Winds Products, Service Now, CloudTruth, DataDog

Business Competencies: Project Management, Financial Management, Strategic Thinking, Risk Management, Communication, Vendor Management, Leadership, Sound Decision-Making