

Loc Mai

Site Reliability Engineer

Contacts

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Objectives

- Looking for a terrific opportunity to work in Site Reliability Engineering and be a part of a forward-thinking company that values innovation and professional growth.
- Developing a career path that combines engineering management and technology leadership.

Experiences

- **Site Reliability Engineer II on Observability and Identity squad (April 2020 - Present 2021) – Axon**
 - Build a Unified Observability Platform including Prometheus, Grafana, Cortex for the enormous system. Migrate from DataDog to homegrown monitoring system
 - Experienced with keeping high availability Prometheus instances on an extremely large scale
 - Experienced with OpenTelemetry observability framework
 - Build and unify Azure PaaS metrics with Promitor
 - Operate and manage Splunk for logging
 - Build and manage Identity Access management for Azure Cloud/AWS and the internal infrastructure
- **Site Reliability Engineer I on CloudOps squad (May 2020 - April 2021) – Axon**
 - Operate the cloud infrastructure layer with Kubernetes platform
 - Be scrappy with Puppet, Terraform, Ansible and Salt
 - Monitor and troubleshoot for the CentOS and Windows servers
 - Mediate with the green bars on Nagios
 - Have fun with ElasticSearch, Kafka, Redis, ActiveMQ
 - Get rid of the manual toil from the system by engineering the CloudOps tools
 - Cloud operating across AWS and Azure
- **Site Reliability Engineer (August 2018 - May 2020) – Grove HR Solution**
 - Self-leading Site Reliability engineering works.
 - Fully build and manage production-grade cloud infrastructure on Amazon Web Services (AWS) and Google Cloud Platform.
 - Build continuous integration & delivery systems, including Argo Stacks (ArgoCD, Argo Workflows, Argo Events), Jenkins.
 - Manage cloud-native Kubernetes clusters.
 - Implement microservices with TypeScript, NestJS, Lerna.
 - Develop Slack bot for Continuous Integration with Python and internal services with Golang.
 - Build CI/CD systems for the React Native team using Fastlane and App Center.
 - Administrator Mongo database and provision infrastructure services.

- Implement the end-to-end data migration for MongoDB using Argo Workflows. Provide a fully automated self-tested migration process before rolling out to production.
- **Performance Test Engineer (October 2016 – July 2018) – Athenka**
 - Responsible for the development and maintenance of automation testing and performance testing on a Chat Bot project – automatic validating the accuracy of the answers from different Natural Language Processing models of the Bot NLP Engine.
- **R&D Intern (September 2015 – September 2016) – KMS Technology**
 - Research solutions for performance, security and automation testing. Conducted various training programs on building Automation testing framework and operating Linux systems for Junior QA engineers.

Certificates

- **Microsoft Certified: DevOps Engineer Expert (Oct 2020)**
 - Certified to demonstrate the ability to combine people, process, and technologies to continuously deliver valuable products and services that meet end user needs and business objectives. DevOps professionals streamline delivery by optimizing practices, improving communications and collaboration, and creating automation.
- **Azure Administrator Associate (Sep 2020)**
 - validates the skills and knowledge to implement, manage, and monitor an organization's Microsoft Azure environment. Have a deep understanding of each implementing, managing, and monitoring identity, governance, storage, compute, and virtual networks in a cloud environment, plus provision, size, monitor, and adjust resources, when needed.
- **Certified Kubernetes Administrator (August 2020)**
 - Certified for the skills, knowledge and competencies to perform the responsibilities of a Kubernetes Administrator. Demonstrated proficiency in Application Lifecycle Management, Installation, Configuration & Validation, Core Concepts, Networking, Scheduling, Security, Cluster Maintenance, Logging / Monitoring, Storage, and Troubleshooting

Open-source Projects

- **Humble - Self-hosted home server built with infrastructure as code**
 - Repository: <https://github.com/locmai/humble>
 - Project site: <https://humble.maibaloc.com/>
 - The project is seeking to set up a ready-to-go environment with operating services using modern infrastructure as code with GitOps driven and managed by Kubernetes.
- **Yuta - A modern ChatOps framework**
 - Repository: <https://github.com/locmai/yuta-messaging>
 - A well-designed and extensible ChatOps framework for building system operation bots.
 - Integrated with Matrix, Slack, Diaglogflow
- **Promitor - Azure Monitor scraper**
 - Repository: <https://github.com/tomkerkhove/promitor>
 - Partially contribute to Promitor which is an Azure Monitor scraper which makes the metrics available through a scraping endpoint for Prometheus.
- **OpenTelemetry - Set of Telemetry tools, integrations, SDKs**
 - Project site: <https://opentelemetry.io/>
 - Contribute in part to various OpenTelemetry projects, including OpenTelemetry Collector, Helm charts, and the Golang SDK.

Hackathons

- **KMS Hackathon 2018 – Runner-up team**

- Built an app that optimizes job search for under mid-wage workers using a chat bot interface.
- Main backend developer
- **Zalo Hackathon 2017 – Top 10 team**
 - Developed a music recommendation service that learns from users' listening history.
 - Main software developer
- **Facebook Hackathon 2016 – Honorable Mention**
 - Built a chatbot application that generates restaurant recommendations based on users' location and preference
 - Semi-backend developer

References

Greg Burton

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- Senior SRE Manager at Axon

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- Site Reliability Engineer at Axon

Minh Hoang

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- Staff Engineer and QA Lead at ZaloPay