

MOE KO, BSc

Enterprise Technology Engineer / DevOps

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Summary

Passionate DevOps Engineer with a knack for making complex systems run smoothly. I've helped teams deliver software faster and more reliably by streamlining deployment processes and building robust monitoring solutions. My recent wins include cutting deployment times by 40% and automating away 70% of manual tasks, giving developers more time to focus on innovation. I bring a practical approach to cloud infrastructure and automation, always focusing on real business impact. Looking to bring my expertise in DevOps practices and cloud platforms to help teams deliver more reliable and efficient services.

SKILLS

- **DevOps & CI/CD:** Azure DevOps, Git, GitHub Actions, JFrog Artifactory, SonarQube, HashiCorp Vault, KMS (AWS Key Management Service), SSM Parameter Store, Azure Key Vault
- **Cloud Platforms:** AWS (Lambda, Step Functions, S3, DynamoDB, EC2), Azure (Logic Apps, Service Bus, Functions, Blob Storage, VMSS, VM)
- **Infrastructure as Code (IaC):** Terraform, Ansible, CloudFormation, Pulumi
- **Containers & Orchestration:** Docker, Kubernetes, EKS, ECR, Helm, Flux, Argo CD, NGINX
- **Monitoring & Observability:** Splunk, Grafana Loki/Tempo, OpenTelemetry, Prometheus, Azure Monitor, CloudWatch
- **Programming & Scripting:** Python; Bash, PowerShell; APIs & Data Formats: REST; OpenAPI/Swagger; JSON/YAML/TOML
- **Databases:** PostgreSQL, MySQL, Microsoft SQL Server, AWS RDS; NoSQL, Redis
- **Operating Systems:** Linux, Windows
- **Practices:** SAST/DAST/Secrets scan; TLS/SSL, X.509, PKI, certificate lifecycle management; Agile & DevOps methodologies; Automation; Technical documentation

WORK EXPERIENCE

Enterprise Technology Engineer

BP (Contract) • London, United Kingdom

Oct 2023 - Present

- Engineered comprehensive Azure DevOps infrastructure management, including implementing **autoscaling Windows/Linux agent pools on VMSS with multi-stage YAML pipelines**. Established monitoring through Splunk and Grafana dashboards with automated remediation runbooks, **reducing pipeline wait times by 45% and achieving 99.9% pipeline success rate** while handling **200+ daily builds** across development teams
- Orchestrated a **DevOps toolchain** encompassing **SonarQube, Artifactory, Azure DevOps**, and other critical tools, supporting an immense network of teams with seamless upgrades, configuration management, and workflow integration. This resulted in **40% faster deployments**, enabling quicker feature releases and reducing time-to-market. **99.95% system uptime**, ensuring uninterrupted CI/CD operations. **70% automation** of manual processes, cutting down errors and boosting developer efficiency. **50% reduction in incident resolution time**, improving system reliability and response times. **Seamless scaling across hundreds of projects**, maintaining performance and stability as demand grew
- Architected comprehensive **monitoring solution** using **Splunk** and **Grafana**, creating custom dashboards with **real-time API data integration**. Implemented **automated alert** routing through ServiceNow, Slack, On-call, **reducing MTTD from 45 to 15 minutes** and achieving **99.9% alert accuracy**
- Designed and implemented **automated testing pipelines** with SonarQube integration, achieving **95% code coverage** and **reducing deployment failures** by 60%
- Architected data management solutions following cloud best practices, implementing automated backup/recovery processes and reducing data retrieval time by 40%

Senior Associate

Infosys • London, United Kingdom

Aug 2022 - Present

- Spearheaded the development of "Attendify," a **cross-platform** enterprise event management solution using React Native and **cloud database technology**. Implemented **secure authentication**, **real-time event tracking**, and web/mobile interfaces, resulting in **95% improvement** in attendance tracking accuracy and company-wide adoption with **40% increase in user engagement**
- Architected and delivered an enterprise banking solution using **Spring Boot micro-services** architecture, incorporating essential banking components including transaction management, **real-time payment processing**, and **secure authentication**. Implemented robust security measures with **JWT authentication**, **audit logging**, and **encryption** while ensuring PCI DSS compliance. Solution achieved 99.99% uptime and processed 10,000+ daily transactions with sub-second response times
- Obtained **internal certifications** such as Certified Software Programmer using Java, Associate Angular and have working knowledge on programming languages such as Python, JavaScript, Typescript, HTML & CSS.

AWS re/Start Program

Tech Talent Academy • London, United Kingdom

Feb 2022 - Aug 2022

- Successfully completed a **comprehensive IT Fundamentals** and **AWS Cloud training program**, acquiring a solid foundation in essential IT skills and gaining **practical experience with AWS services**.
- Developed **proficiency in Linux OS, Python, and Shell scripting**, enabling efficient automation and problem-solving. Demonstrated a deep understanding of **core AWS services such as EC2, S3, IAM, VPC, Lambda, CloudFormation, RDS, and Route53**, including their configuration, monitoring, and support.
- Possess strong verbal and written communication skills, adept at explaining complex technical information to non-technical audiences.

Assistant Store Manager

Maître Choux • London, United Kingdom

Mar 2021 - May 2022

- Implemented innovative promotions to deliver store revenue.
- Kept inventory optimised to ensure low costs while maintaining product availability.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new recruits and leavers.
- Reduced labor costs by 15% whilst maintaining excellent service and profit levels.
- Achieved increased financial performance within a year by 30%.

*more experiences on request

Education

AWS re/Start in Amazon Web Services (AWS)

Tech Talent Academy

Certification

AWS Certified Cloud Practitioner

Infosys Certified Python Associate

Infosys Certified Associate in IaC

Infrastructure Automation in DevOps using Terraform

Infosys Certified Basic Linux Administrator

Become a Database Professional with SQL

Infosys Certified Angular Associate Certified

Infosys Certified Software Programmer using Java

Infosys Certified Global Agile Developer Certification

Applied Data Science

Cambridge Spark

BSc (Hons) Business Information Technology

University of Greenwich

Additional Skills

- Excellent communication skills, bridging technical and business requirements across teams
- Leadership experience in guiding development teams and mentoring team members
- Strong adaptability and quick learning with emerging DevOps tools and methodologies
- Collaborative mindset, working effectively across development and operations teams
- Analytical approach to problem-solving and infrastructure optimization
- Stakeholder management, aligning technical solutions with business objectives
- Time management skills, handling multiple concurrent projects and deployments
- Detail-oriented, ensuring infrastructure stability and security compliance