IMMANUEL N. DHLISO

DEVOPS ENGINEER

CONTACTS

0614509800

nkosinathi.dhliso@gmail.com

Midrand, Gauteng, South Africa, Midrand, 1685, South Africa

ABOUT ME

Results-driven DevOps Engineer with 10 years of comprehensive IT expertise, specializing in architecting, automating, and optimizing scalable infrastructures across diverse cloud platforms such as AWS, Azure, GCP, and Digital Ocean. Skilled in developing efficient CI/CD pipelines using GitHub Actions and Azure DevOps, and proficient in containerization with Docker and Kubernetes to accelerate deployment cycles and enhance system reliability. Adept at bridging development and operations, with a strong background in business logic design, database optimization, and end-user web application planning. Experienced in leading large-scale IT projects, including network and infrastructure migrations, and service desk analysis, providing a solid foundation in end-to-end IT operations and user-centric solutions.

SKILLS

WORK EXPERIENCE

DevOps Engineer, Africa Tennis
Jan 2024 - Present

- Spearheaded DevOps initiatives for a high-traffic sports platform, focusing on building a scalable, secure, and automated cloud infrastructure to support a rapidly growing user base.

- This included significant involvement in database architecture and optimization.

- Architected and implemented a comprehensive CI/CD pipeline utilizing GitHub Actions and Azure DevOps, reducing average deployment cycle time from 4 hours to 15 minutes (a 93% improvement) and enabling an increase in deployment frequency.

- Managed and optimized multi-cloud resources across AWS (Lambda for serverless functions, EC2 for specialized workloads) and Digital Ocean, achieving a 25% reduction in monthly infrastructure expenditure while concurrently improving system uptime to 99.95%.

- Containerized core application components using Docker and orchestrated deployments with Kubernetes, enhancing application scalability by 40% and decreasing resource provisioning time by 30%.

- Collaborated intrinsically with development teams on business logic design for new platform features and end-user webapp planning, ensuring operational readiness and scalability were embedded from initial design phases, which led to a 15% decrease in post-deployment critical issues.

- Implemented and managed resilient API gateways to ensure secure, high-throughput communication between microservices and external clients, successfully handling peak loads of 10,000 requests per minute.

- Integrated Playwright for automated end-to-end testing within the CI/CD pipeline, expanding test coverage by 60% and reducing the escape rate of critical bugs to production by 25%.

- Streamlined inter-team collaboration and project lifecycle visibility by designing and implementing optimized Asana workflows, resulting in a 20% improvement in task completion efficiency and enhanced clarity in development cycles.

DevOps Engineer, Charted Art
Jan 2024 - Present

- Drove the DevOps strategy for an innovative art analytics platform, emphasizing rapid iteration cycles, robust infrastructure on Google Cloud Platform (GCP), and efficient data processing pipelines for complex analytics.

- Engineered and maintained a scalable and cost-efficient infrastructure on GCP Compute VM instances, meticulously optimized for performance, resulting in a 20% uplift in data processing speeds for core art analytics algorithms.

- Deployed, managed, and monitored containerized applications using Docker and Kubernetes, ensuring high availability and fault tolerance for critical platform services, achieving 99.9% service uptime.

LINKS

Professional Profile :
www.indhliso.tech

GitHub:
https://github.com/nkosimano

LinkedIn:
www.linkedin.com/in/immanueldhliso

COURSES

Azure Solutions Architect Expert (AZ-305), Microsoft

Azure DevOps Engineer Expert (AZ-400), Microsoft

Power BI Data Analyst Associate (PL-300), Microsoft

Project Management Professional (PMP), Coursera

Workflow Specialist, Asana Academy

- Automated infrastructure provisioning and configuration management using Terraform, reducing manual environment setup time by over 60% and guaranteeing consistency across development, staging, and production environments.
- Played an instrumental role in end-user webapp planning sessions, providing critical insights on infrastructure capacity planning, security architecture, and deployment strategies, contributing to a seamless platform launch and a 10% higher initial user satisfaction rating.
- Integrated and configured API gateways to manage secure access to proprietary art data APIs, ensuring robust security protocols and efficient traffic management for a diverse range of client applications and data consumers.

IT Project Lead, Cotton On Midrand
Jan 2019 - Dec 2023

- Led multiple IT migration projects, including a major initiative migrating 105 retail store locations from copper to fibre optic connectivity and transitioning network infrastructure from Fortinet to Cisco, ensuring 100% on-time delivery and project completion within approved budgets.
- Championed a Database Schema Consolidation & Optimization project, enhancing data integrity and system performance.
- Developed and executed SOPs for IT migrations, collaborating across international teams, showcasing strong communication skills and team building.
- Resolved ISP issues with Vodacom and other providers as part of the fibre migration strategy, applying technical project expertise.
- Provided post-launch technical support for migrated systems, ensuring customer success using CRM systems.
- Utilised Asana for project management, meticulously tracking the copper to fibre migration and other key projects.
- Leveraged Excel and Google Sheets for comprehensive data analysis and data entry related to store migrations and infrastructure changes.

End-User & Service Desk Analyst, Cotton On Rosebank
Apr 2016 - Dec 2019

- Built client relationships, achieving a 98% customer success rate, and demonstrating strong communication skills.
- Led process optimization initiatives, increasing project efficiency by 20%, showcasing strong problem-solving skills.
- Increased first-call resolution by 10% by developing and implementing a new knowledge base, demonstrating an ability to learn quickly and effectively train core team members.
- Consistently handled 30+ calls daily using ConnectWise and ManageEngine, efficiently performing data entry and issue tracking.
- Troubleshot diverse technical platforms, achieving an 85% first-call resolution rate, emphasizing attention to detail and methodical problem-solving.
- Managed user accounts, permissions, and access controls across various systems.
- Generated and distributed daily store polling reports for operations in Botswana, South Africa, and the United Kingdom, utilising Mysql and Power BI for data extraction and visualisation.

EDUCATION

Bachelor of Science in Computer Science, The University of the People
2027

Certificate in System Development, Dam Technical College
2010