Noor Latif

System Support Engineer

🏠 Gothenburg to Stockholm

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🌐 LinkedIn

Skills

TECHNICAL SKILLS

Kubernetes   Docker

Infrastructure as Code   CI/CD

GitOps   Azure

Cloud Computing

Linux Administration

Windows Administration

Site Reliability Engineering

Grafana   Elasticsearch

Kibana   ELK Stack   SCADA

OPC-UA   MQTT

Siemens PLC   KepServerEX

Wireshark   tcpdump

VLAN Configuration

Cloud Networking

Professional Summary

L3 Support/SRE Engineer
Focus: Infrastructure Automation & Support Enablement
Built automation serving 350+ engineers globally, reducing deployment time 95% and support load 30% through training-driven self-service. Currently writing "Beyond Ticketing: How Top Leaders Build Self-Healing Teams" on AI-native operations for Nordic tech leaders.
Core Expertise: Kubernetes, CI/CD, Linux systems, Python/Bash automation. Rare combination of cloud DevOps + embedded/IoT systems (SCADA, OPC-UA, industrial environments). Proven track record transforming reactive firefighting into self-healing infrastructure.
Impact: Scale support by empowering teams, not just closing tickets. Created training programs adopted by 600+ engineers globally. Bring hands-on troubleshooting from critical infrastructure (warehouse automation, tram networks) with modern SRE practices.

Work Experience

○ System Support Engineer   Jan 2021 — Present
Toyota Logistics Solutions   Göteborg, Sweden
Built full-stack automation platform that transformed infrastructure deployment for autonomous forklift systems, saving 3 hours/week for 350 engineers globally and increasing environment deployments by 10-20x.
Developed custom Infrastructure-as-Code framework and web application (Python-based) that automated Docker/Kubernetes deployments, reducing test environment setup from days to 5–10 minutes and saving thousands of support hours annually.
Created technical training program adopted by 600 engineers globally, reducing 3rd-line support tickets by 30% in the first months post-launch.
Provided **Linux expertise** across multi-OS environments, supporting Docker orchestration and system reliability improvements.
Key Technologies: Python, Docker, Kubernetes, Azure DevOps, Linux, IaC

Network and System Technician
Jan 2023 — Feb 2023

Göteborgs Spårvägar — Gothenburg, Sweden

Technician & Programmer

Maintained IT infrastructure for Gothenburg's tram network (263 trams, 500+ buses), working with vehicle computers, embedded systems, and industrial IoT in live operational environment.

Automated firmware provisioning for linux-based travel display systems, reducing deployment time from 2 hours to 10 minutes per unit—processing ~10 displays weekly.
Serviced and programmed **RAKEL** radio units, vehicle computers, network equipment, and surveillance systems across the fleet.
Performed **network troubleshooting and infrastructure** maintenance for mobile datacenter environments operating at high speeds.
Key Technologies: Bash, Linux, Industrial IoT, Networking

Hardware & Software Developer
Feb 2021 — Sep 2022

Aqua Robur Technologies — Gothenburg, Sweden

Hardware and Software Developer

Developed embedded IoT solutions and provisioning automation at water-tech startup (33-listan 2020) pioneering self-powered sensors for leak detection in municipal water networks.

Automated device provisioning with Python, reducing setup from 1 hour to 20 minutes per device—processing ~70 units weekly and eliminating manual configuration errors across 400+ SCADA/HMI client connections via KepServerEX API.
Optimized energy harvester firmware (embedded C/C++) for micro-turbine systems, achieving 30% improvement in energy efficiency through state machine optimization and bug fixes.
Developed portable sensor-tester (Arduino/C) with integrated display for factory quality control, streamlining end-of-line testing and defect detection.
Led certificate lifecycle automation project, strengthening security infrastructure for customer deployments.
Key Technologies: Embedded C/C++, Python, SCADA, OPC-UA, Arduino, IoT Security, Linux

Education

IoT Software Development
Sep 2020 — Jun 2022

EC Utbildning (Yrkesexamen) — Gothenburg, Sweden

Key Courses: Integration engineering, Industrial Cloud Solutions, IT Security, Agile Project Methods

Projects

AI Portfolio & Interview Assistant | Nov 2025 — Present

Built full-stack Next.js application enabling recruiters to interview an AI digital twin about technical expertise, reducing initial screening friction and showcasing modern web development skills.

Developed intelligent chat interface with project-specific AI assistants trained on career context, allowing recruiters to query technical experience 24/7 across timezones without scheduling calls.

Implemented automated CI/CD pipeline with GitHub Actions for test-driven development and zero-downtime deployments on Vercel.

Designed dual-pane modal architecture with suggested questions and context panels, creating intuitive recruiter experience for technical deep-dives into specific projects.

Key Technologies: Next.js, TypeScript, Mistral AI API, GitHub Actions, Vercel, TDD

Certifications

Certified Industrial IoT Software Developer | Sep 2020

EC Utbildning

Infrastructure, cloud & Automation focus

Foundational C# with Microsoft | Nov 2024

Microsoft & freecodecamp

Developer Certification from Microsoft Developer Division