Noor Latif

System Support Engineer

🏠 Gothenburg to Stockholm

📞 +46 70 154 5455

✉ noor@latif.se

🌐 LinkedIn

Skills

TECHNICAL SKILLS

Kubernetes, Docker, Infrastructure as Code, CI/CD, GitOps, Azure, Cloud Computing, Linux/Windows Administration, Site Reliability Engineering (SRE), Grafana, Elasticsearch / Kibana (ELK Stack), SCADA / OPC-UA, MQTT, Siemens PLC, KepServerEX, Network Troubleshooting (Wireshark, tcpdump), VLAN Configuration, Cloud Networking

SOFT SKILLS

Pulls dad-jokes, Support Enablement & Training, Technical Documentation, Cross-functional Collaboration, Customer Communication, Adaptable Problem-Solver, Driven & Curious

DEVELOPMENT

Python, Bash, Powershell, HTML/CSS, AI-Enabled developer, TDD AI, SQL (PostgreSQL, MSSQL, MongoDB), C# / .NET, C/C++, Test-Driven Development (pytest), API Integration, Agile/DevOps Methodologies, IT Service Management

Languages

English

Swedish

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