

<b>PAVOL KUTAJ</b>	<i>Senior Cloud Support Engineer</i>
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location:	Brno, Czech Republic (working 100 % remotely)

## NOW (Q4/2024)

- Bash/Python scripting to automate the ops processes for the rest of the Technical Support team
- Mentoring the rest of the junior team and assuring newly rolled features are supportable
- Owning Snowplow's mass-rollout process to hundreds of enterprise customers
- Responsible for incident management, running post-mortems and post-incident reviews with customers
- Providing technical support to TAM/Sales team during onboarding/pre-sales process
- Optimizing Kubernetes configuration for apps running on EKS/GKE
- Docker image creation for internal automation toolage
- Snowplow pipeline deployment processes (Python/bash/HashiCorp stack)
- Configuration of Terraform drift mechanisms and alerting (OpsGenie)
- Building dashboards for SLA/SLO breach analysis (SQL in Redash/Preset)

## EXPERIENCE

### Senior Cloud Support Engineer

- Snowplow Analytics
- 2020-ongoing

### .NET & Powershell Senior Support Engineer; KB quality assurance

- Avolin, Pivotal CRM
- 2019-2020

### SAP BW/BI Support Engineer; KB creator/owner

- HeidelbergCement Group
- 2017-2019

### L2 Windows Support Engineer with German; KB creator/owner

- HeidelbergCement Group
- 2015-2017

### L1 iOS Support Engineer with German

- Infosys BPO
- 2012-2015

## WEB DEV SIDE PROJECTS

Tool	Name	Description	URL
Python	jirc	Create a <b>jira</b> card from CLI	<a href="https://github.com/pkutaj/jirc">https://github.com/pkutaj/jirc</a>
Powershell	mv	Personal History of Software	<a href="https://github.com/pkutaj/mv">https://github.com/pkutaj/mv</a>
Powershell	z4v	Zettelkasten 4 VSCode	<a href="https://github.com/pkutaj/z4v">https://github.com/pkutaj/z4v</a>
Python	md2med	Markdown → Medium publisher	<a href="https://github.com/pkutaj/md2med">https://github.com/pkutaj/md2med</a>
Powershell	kronCLI	CLI markdown Journal	<a href="https://github.com/pkutaj/kronCLI">https://github.com/pkutaj/kronCLI</a>
Drupal	website	Corporate IT department	<a href="http://gitc.heidelbergcement.com">http://gitc.heidelbergcement.com</a>
Wordpress	website	Venetian Glass Art	<a href="http://syin.eu">http://syin.eu</a>

Tool	Name	Description	URL
Wordpress	website	Dermatologist	<a href="http://iderma.cz">http://iderma.cz</a>
Wordpress	website	Psychotherapeutic Association	<a href="http://csgt.cz">http://csgt.cz</a>

## EDUCATION

Charles University	Central European University
2005-2009	2009-2011
Faculty of Humanities	Department of Modern History
B.A. degree; graduated with honors	M.A. degree; graduated with honors

## SKILLS

### Human languages

- Slovak native
- English C2
- Czech C2
- German C1 certified, currently not used

### Programming languages sorted by usage

- Python
- Bash
- SQL
- Powershell
- Markdown (is a programming language!)
- Mermaid
- Regex
- Javascript/Node.js
- HTML5/CSS3
- VBA/GAS
- C#

### Tools and Frameworks

- Vim
- Kubernetes
- Docker
- Snowflake
- AWS/GCP Services
- Advanced Grafana dashboard building
- Advanced git + GitHub (actions, too)
- VBA Scripting + advanced Excel <3
- Visual Studio Code
- Hashicorp Infrastructure as Code (Terraform; Consul)
- Chrome & Firefox Developer Tool Debugging
- Atlassian stack (Jira, Confluence, OpsGenie) + Zendesk
- Windows debugging (Sysinternal Tools)
- WordPress and Drupal theming
- Google Apps Engine, Google Apps Script
- Node.js