Raqtan Hoq

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WORK EXPERIENCE

Infosys Limited | *Sabre Inc.*   **Sep. 2021 – Aug. 2022**
Cloud Operations Engineer   *Palo Alto, CA*

▪ Increased infrastructure automation by writing Infrastructure as Code with **AWS CloudFormation** to create serverless architecture for client applications.

▪ Decreased dropped messages with **AWS Monitoring Systems** by 20% for client application's reservation system.

▪ Participated in old database migrations into **AWS RDS Storage** systems to increase elasticity and scalability of client application systems.

▪ Decreased resource usage costs by 15% for client computing infrastructure through team planning and implementation of serverless architecture.

Infosys Limited | *The Capital Group*   **Aug. 2019 – Sep. 2021**
Development Operations Engineer   *Irvine, CA*

▪ Maintained CI/CD pipelines using **Jenkins, Bitbucket, and Bamboo** by writing automation scripts in **Python** for development operations.

▪ Implemented the full-scale migration of a client application's **server infrastructure, network security, load balancing, and database migration.**

▪ Automated the elimination of security vulnerabilities on 1000+ **Linux** and **Windows** machines using **Ansible** and **bash/powershell** scripting.

▪ Executed 50+ change requests to Development Lifecycle Tools from DEV and QA environments to the Production environment during company off hours.

▪ Created and shared 20+ pieces of documentation regarding guides on new technology, fixes for frequent system issues, and workarounds for unsolved issues using **Confluence.**

PROJECTS & CERTIFICATIONS

AWS Solutions Architect - Associate (SAA-CO3 Certification)   **Oct. 2022 - Present**
Expected Completion: April 30th, 2023

▪ Completed coursework in **AWS Fundamentals, CloudFormation, S3 Storage Services, and Containers**

▪ Fundamental understanding of AWS Services such as CloudFormation, S3, KMS, EC2, and EBS.

▪ Trained in knowledge of Docker Containers, Images, and Kubernetes for task and service automation.

Mock Linux Terminal Shell

▪ Used C/C++ and Strategy Design Pattern to implement a linux shell with native commands and operators.

▪ Collaborated with a colleague to incrementally implement each component of the Design Pattern.

Personal Github: https://github.com/rhoq001/Mock-Terminal

EDUCATION

University of California, Riverside   **Graduated Dec., 2018**
B.S., Computer Science   *Riverside, CA*

▪ Cumulative GPA: 3.32

▪ Math and Science GPA: 3.69

▪ Dean's list 2014 to 2016

SKILLS & INTERESTS

Programming Languages: Java, Javascript, Python, C/C++, SQL

Skills: AWS CloudFormation, Continuous Integration Tools, Team Player, Strong Communicator

Interests: traveling, music, chess, reading, tv shows, meditation, food