

Riheel Hamoande

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Site Reliability Engineer

Experienced System Engineer with over 10 years of experience in full-stack operations in Information Technology. Excellent skills for resolving problems, improving customer satisfaction, Extensive experience in designing, developing, and implementing technical solutions across multiple platforms and environments.



Skills & Experience

Microsoft Windows server, Exchange server, Active Directory.

OS patching and software deployment via BigFix, SCCM, Puppet and Rundeck.

AWS Cloud & System management with PowerShell, Terraform, IBM BigFix and Rundeck.

Languages & Applications: JavaScript ES6+, Node JS, Express, CSS3, HTML5, GitHub, MongoDB, MySQL



Work History

Oct 2019 – **Site Reliability Engineer** (full time / contract)

Mar 2021 *Refinitiv, St. Louis, Missouri*

- Troubleshoot and debug applications issues escalated from frontline teams and work to mitigate or isolate and escalate the issue accordingly to proper developing team.
- Monitoring and analyze company's applications suites via Grafana, Kibana and custom monitoring tools and take pro-active actions.
- Maintain application services based on NodeJS, Redis, RabbitMQ and Cassandra.
- Deploy new releases on applications and backend services hosted in on-premises and cloud using Rundeck, Jenkins, Puppet, and custom-built release tools.
- Maintain custom jobs and workflows for different operations tasks via Rundeck.
- Attend daily stand Ups and join incident bridge calls to troubleshoot technical issues.

July 2016 - **Windows System Engineer** (contract / full time)

June 2019 *IBM, Columbia, Missouri*

- Analyzed, resolved, and provided RCA on complex windows system issues within assigned SLA target following ITSM process.
- Managed Active Directory of multiple domains and sites, users, provisioned user id, groups and OU management, planned and troubleshooted group policies for client's environment.
- Conducted research, test, and deployment of Monthly Microsoft patching in Development and Production environment.
- Deployed and maintained custom PowerShell, batch scripts, and BigFix fixlets.

- Maintained flexible schedule and responded to after-hours and weekend emergencies.
- Diagnosed issues with server hardware and quickly repaired with coordination of client and vendor to maintain functionality and minimal impact.
- Performed security checks on systems to identify and remediate vulnerabilities.
- Followed assigned issues and projects with Incident and change management and agile tools (Remedy, ServiceNow, Maximo).
- Built Runbook documented server environment, operations, and procedures.



Education

Sep 2001 - **Bachelor of Science: Electronic and Control Engineering**
May 2005 *Kirkuk Technical College– Kirkuk*

Jan 2021 - **Full Stack Development Bootcamp**
Present *Washington University – St. Louis*



Certifications

Microsoft Certified Solutions Expert (MCSE)

AWS Certified Solutions Architect - Associate

Cisco Certified Network Associate (CCNA)