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|  | Riheel **Hamoande**   |  |  | | --- | --- | | Address St. Louis, MO, 63017  Phone (573) 418-0622  E-mail riheel83@yahoo.com |  | |

**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.

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|  | **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 | |

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|  | **Work History**   |  |  |  | | --- | --- | --- | |  | Oct 2019 – Mar 2021  July 2016 - June 2019 | **Site Reliability Engineer** (full time / contract)  *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.   **Windows System Engineer** (contract / full time)  *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 polices 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. |  |  |  |  | | --- | --- | --- | |  |  |  | |

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|  | **Education**   |  |  |  | | --- | --- | --- | |  | Sep 2001 - May 2005  Jan 2021 - Present | Bachelor of Science: Electronic and Control Engineering  *Kirkuk Technical College– Kirkuk*  Full Stack Development Bootcamp  *Washington University – St. Louis* | |

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|  | **Certifications**   |  |  |  | | --- | --- | --- | |  |  | Microsoft Certified Solutions Expert (MCSE) |  |  |  |  | | --- | --- | --- | |  |  | AWS Certified Solutions Architect - Associate |  |  |  |  | | --- | --- | --- | |  |  | Cisco Certified Network Associate (CCNA) | |