

Stefán Jóhannsson

SUMMARY

Experienced IT and DevOps professional skilled in managing infrastructure, cloud services, and CI/CD pipelines. Proficient in Azure DevOps, Terraform, and Chef for building high-availability systems with a focus on automation and performance optimization. Adept at streamlining deployments, reducing downtime, and improving monitoring in Windows and Linux environments.

WORK EXPERIENCE

IT & Customer Support Manager

2024

Kvikna Medical

Managed the IT infrastructure for both local office systems and cloud-based EEG software, improving outdated setups and deploying critical Azure VMs using Bash and PowerShell scripts to enhance stability and disaster recovery. Automated several processes and maintained network security, including managing wildcard certificates. Provided limited infrastructure support and facilitated the transition of customer support responsibilities to a dedicated team.

System Administrator

2021-2023

Reiknistofa Bankanna

Led the CI/CD process for high-availability web services using Azure DevOps, optimizing deployment pipelines and reducing deployment times with PowerShell. Managed Windows servers running SOAP and REST web services, utilizing Chef and Terraform for automation. Collaborated on F5 BIG-IP load balancing with Terraform and supported Kubernetes-based services. Ensured continuous monitoring and high system performance using Nagios, Grafana, ELK stack, and Prometheus in a cross-functional team environment.

IT Operations Specialist

2019-2021

Reiknistofa Bankanna

Monitored IT operations with tools like Nagios, Grafana, and Kibana, ensuring incidents were resolved within SLA-driven timelines. Handled service requests and escalated critical issues to specialized teams. Supported system maintenance and customer communications, gaining experience with Jira for tracking and reporting. Completed ITIL training to improve incident classification and resolution efficiency.

EDUCATION

BSc. Science

2015-2019

Reykjavík University

Completed a BSc in Computer Science at Reykjavik University, where I developed a strong foundation in software development, including creating, deploying, and managing the operation of software systems. Gained hands-on experience with various programming languages, development tools, and methodologies, preparing me to tackle real-world challenges in software engineering and IT operations.

SKILLS

<i>IaC Tools</i>	CHEF, TERRAFORM, ANSIBLE
<i>CI/CD</i>	AZURE DEVOPS, GITHUB, GITLAB
<i>Cloud</i>	AZURE, AWS
<i>Containerization</i>	DOCKER, KUBERNETES
<i>Networking</i>	F5 BIG-IP, DNS MANAGEMENT
<i>Monitoring</i>	NAGIOS, GRAFANA, ELK STACK, PROMETHEUS
<i>OS</i>	WINDOWS, LINUX
<i>Scripting</i>	BASH, POWERSHELL, PYTHON, RUBY
<i>Virtualization</i>	HYPER-V, VMWARE

CONTACT

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