

# Stefán Jóhannsson

## SUMMARY

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Experienced IT and DevOps professional with expertise in managing infrastructure, cloud services, and CI/CD pipelines. Skilled in designing and maintaining high-availability systems, with a focus on automation, scalability, and performance optimization. Proficient in Azure DevOps, Terraform, Chef, and PowerShell for building and managing distributed systems. Adept at optimizing deployments, reducing downtime, and improving monitoring across Windows and Linux environments, both on-premises and in the cloud. Passionate about implementing infrastructure-as-code to streamline operations and improve efficiency.

## WORK EXPERIENCE

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### IT & Customer Support Manager

2024

*Kvikna Medical*

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..

### System Administrator / Platform Engineer

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

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### BSc

2019

*Reykjavík University*

Completed 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

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<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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