

# Shalom Bhooshi

s.bhooshi@gmail.com • +421 948 140 290

## Abstract

An experienced systems engineer with a particular interest in Agile CI/CD/CT and DevOps/SRE of cloud infrastructure projects. I possess experience in systems design, implementation and engineering using open source and cloud technologies in various business and technology settings. Among my core competencies are interests in **DevOps • Site Reliability Engineering • Infrastructure Automation • CI/CD/CT • Cloud/Virtualization • Systems/Network Engineering**

## Professional Experience

*Aug 2017 → Present • Deutsche Telekom Pan-Net s.r.o • Bratislava, Slovakia*

pan-net.cloud provides a pan-european cloud platform and infrastructure services to partners and affiliates in the wider Deutsche Telekom group. Supporting specialised Network Technology Services (Virtual Network Functions/NFVI, 3/4/5G, IoT, etc) and general purpose IaaS/PaaS for Supporting IT Services (Legacy & Cloud Native Workloads, Big Data/Streaming, SaaS, etc), Pan-Net utilizes best-of-breed cloud technologies to steward the modernization of the Deutsche Telecom product line.

*Jun 2019 → Present • Technical Lead, IT PaaS, Pan-Net Cloud*

*Skills:* Product/Technical Ownership, Backlog Engineering, PaaS R&D, DevOps & CI/CD, Microservice Design, Mentoring

- As a Technical Lead; Working closely with Customers and Product Ownership - Agile product backlog management, decomposition of requirements into user stories/technical tasks, sprint scheduling/reviews, quality assurance.
- As part of the DevOps team; Designing and DevOps of services to enhance the PaaS product portfolio. (e.g. Databases-aaS, LoadBalancers-aaS, Monitoring-aaS, FileArchival-aaS, Backup-aaS, etc).
- Participating in product design thinking workshops, presenting/knowledge sharing, production campuses, incident management, post-mortems, technology community participation/evangelism.

*Feb 2018 → May 2019 • Infrastructure Engineer, NFVI CICD, Pan-Net NFVI*

*Skills:* Openstack, Gitlab CI, Artifactory, Ansible, Terraform, Docker, Ubuntu, CentOS, bash, Python, DevOps, SAFe, Agile Release Trains, Production Factory Pipelines.

- Member of the team tasked with the design and DevOps of distributed highly-available CI/CD-aaS to sustain IaC and continuous-delivery pipelines of Pan-Net application and infrastructure services that comprise the Pan-Net cloud and NFVI platforms.
- Supporting internal teams in consultation and design of CI/CD pipelines, git branching and release models, CI/CD/CT processes, Application Orchestration and QA/QE/DevSecOps.

*Aug 2017 → Jan 2018 • Infrastructure Engineer, NFVI Application Orchestration, Pan-Net NFVI*

*Skills:* Openstack, OpenContrail, OASIS TOSCA, Ansible, Python, Linux, bash, StackStorm

- Part of team tasked with developing the Pan-Net VNF Orchestration engines and best-practices around VNF Lifecycle Management (Instantiation, Upgrades, Auto-Healing, Scale in/out, etc).
- Participating in product design workshops, scrums. Designing orchestration solutions and automation workflows, CI/CD, systems testing, releases.

---

*Oct 2015 → Jun 2017 • **Box+Dice Slovakia (BDSK s.r.o)** • Bratislava, Slovakia*

Box+Dice provide a unique SaaS CRM platform for businesses in the Australian & New Zealand real estate sector to manage property portfolios, marketing and lead management, sales and accounting, portal integrations, etc in realtime. With 250+ businesses as clients across the Oceania region, Box+Dice harnesses in-house and customer domain expertise to deliver SaaS services.

### **Senior Systems Engineer, Site Reliability Engineering**

*Skills:* Datacenter Mangement, AWS, Ansible, Python, bash, Cloudflare, Cloudfront, Linux, NFS, Postgres, MariaDB, Elasticsearch, Redis, SRE

- Lead systems engineer managing DevOps and Site Reliability Engineering across polar opposite timezones (*GMT+1 vs GMT+10*); systems analysis, design and development, improving platform availability and operating procedures.
- Delivering on projects to modernize infrastructure, lift-and-shift platform to public cloud (AWS), improving cloud integration & scalability, utilization, security and technical operations.
- Working on cross-functional efforts with Product Development, Quality Engineering and Operations; improving DevOps operating procedures, CI/CD, communications, testing strategies.
- Involved in defining and project managing systems strategy, participating in executive committee decision making, cost management, hiring, mentoring.

---

*Jul 2010 → Aug 2015 • **Citrix Systems UK Ltd** • Cambridge, United Kingdom*

Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2014 of \$3.14 billion, Citrix solutions are in use at more than 400,000 organizations and by over 100 million users globally.

*Oct 2013 → Aug 2015 • **Senior Software Test Engineer, Engineering Productivity**, Enterprise Desktop and Apps*

- Systems Architect/DevOps Engineer of a self-service IaaS cloud (Apache CloudStack/XenServer) for ad-hoc and Continuous Testing activities of 65+ internal engineering teams.
- Solving push-button provisioning of Citrix VDI (Virtual Desktop Infrastructure) test environments on Cloud and Virtualization Backends (Xenserver, ESX, Hyper-v), Improving QA self-service capabilities, Enriching cloud offerings through automation, VM image creation/cataloguing, etc.
- Member of the core automation team stewarding test automation frameworks and test library code underpinning QA strategies of the Citrix Desktop and App virtualization suites. Lead developer of perl components to support testing Mac and Linux/Unix end-points.
- Refining agile practices for code and test infrastructure evolution. Setting up backend infrastructure for Citrix Summit. Hardware procurement and maintenance, vendor relations. Technical training/mentoring.

*Apr 2012 → Oct 2013 • **Associate Software Test Engineer, Engineering Productivity**, Enterprise Desktop and Apps.*

*Jul 2010 → Apr 2012 • **Software Test Engineer, Test Automation**, XenDesktop Engineering.*

---

May 2007 → Dec 2007 • **Crystal Amusements (UK) Ltd** • Leicester Square, London, United Kingdom

**Systems/Support Engineer:** Windows, WDS, TCP/IP Routing/Switching, Network Security/Availability

- TechOps of 90+ internet/games kiosks, printing solutions. Service and Vendor Management.
- 

Jan 2007 → May 2007 • **Sterling Limousines (UK) Ltd** • Richmond, Surrey, United Kingdom

**LAMP Developer:** Perl, PrototypeJS, Apache/mod\_perl, PostgreSQL, Linux

- DevOps of bookings services.
- 

Aug 2002 → Oct 2006 • **Freelance IT Engineer** • Greater London Area, United Kingdom

**IT Contractor:** Windows Workstation/Server, Linux, TCP/IP Routing/Switching, Apache/IIS, Perl, VBScript

- Freelance IT engineer serving SOHO and small-to-medium businesses.
  - Office IT, LAN Design, Web Design & Mastering, Scripting & Data Manipulation.
- 

## Education

**Sep 2008 → May 2010 BSc (Hons.), Computer Networks** (*First Class Honours*), Sheffield Hallam University, Sheffield, England

**Jul 2000 → Mar 2001 BSc (Hons.), Computer Science, Mathematics, Physics** (*Discontinued*), St. Joseph's College of Science and Arts, Bangalore, India

## Technical Experience

***Proficiency from left-to-right. Also see my Developer Story for related skills assessments.***

Cloud : Canonical Openstack, Amazon ec2/AWS, Apache Cloudstack, DigitalOcean

IaC : git, Ansible, Terraform, GitOps, StackStorm, Chef

CI/CD : GitLab CI, Github, JFrog Artifactory, Travis CI, Jenkins

Scripting : Bash/POSIX Shell, Python, Golang, Ruby, Perl, Powershell/.NET, Raku/Perl6, Javascript

Configuration Management : YAML, JSON, JSON Schema, JSON Path, OASIS TOSCA, TOML, XML

Containers : docker, docker-compose, Kubernetes, Consul

Networking : TCP/IP (IPv4 & IPv6), DNS, L7/HTTP, Network Design, Routing & Switching, VPNs, SDN

Web : L7 Load-Balancing, nginx, Cloudflare, CloudFront, Apache httpd, Flask RESTPlus, Citrix NetScaler

Operating Systems : Debian/Ubuntu, CentOS/RHEL, Windows Server 2003-2016, FreeBSD 9+

Databases : Postgres 9+, MariaDB 10/MySQL 5+, Elasticsearch, CouchDB, Redis, SQLite 3,

Monitoring : Prometheus, Grafana, Icinga2/Nagios, Graylog2, Cacti, New Relic

Virtualization : Citrix XenServer, KVM, Xen, Microsoft Hyper-V

Hardware : Dell PowerEdge, HP Proliant, HP BladeSystem

Storage : NFS, iSCSI, Swift/S3, Dell Compellent, NetApp, HP StorageWorks, NetGear ReadyNAS

## Training and Qualifications

- Docker + Kubernetes Administration, *May 2018*
- OpenStack Deployment and Advanced Administration, *Feb 2018*
- OpenStack Administration, *Sep 2017*
- Citrix NetScaler - Essentials, Networking and Administration, *Jun 2012*
- Building Scalable Cisco Internetworks (CCNP BSCI), *Feb 2004*
- Cisco Certified Network Associate (CCNA), *Mar 2003*
- Implementing & Administering a Microsoft Windows 2000 Directory Services Infrastructure, *Apr 2003*
- Implementing & Administering a Microsoft Windows 2000 Network Infrastructure, *Apr 2003*
- Administering Windows 2000 Server, Microsoft Certified Professional (MCP) *Mar 2003*
- Administering Windows 2000 Professional, Microsoft Certified Professional (MCP) *Mar 2003*
- Network Infrastructure Administration, CompTIA® Network+ Certified Professional, *Feb 2003*
- Hardware and Software Essentials, CompTIA® A+ Certified Professional, *Nov 2002*
- Advanced Java, Network Programming using EJB, Servlets/RMI, JDBC/SQL, *Jul 2001*
- Web Design using Microsoft FrontPage 2000, HTML, VBScript and Javascript, *Jan 2001*
- Procedural Programming with ANSI C, *May 1999*

## Professional Membership

**Jul 2010 → Present** The Institution of Engineering and Technology (IET) (*Graduate Member*)

**Dec 2008 → Present** British Computer Society (BCS) (*Member*)

**Jan 2008 → May 2012** Microsoft IT Advisory Council (ITAC) (*Member*)

## Spoken Languages

English (*Native*), Slovak (*Basic Vernacular*), French (*High School*)

## Hobbies and Interests

Cycling, Badminton, Table Tennis, Pool • Outdoors, Exploring, Amateur Photography • Music, Guitar • Raku/Perl6 Community • Tech. news, conferences • Hacking Debian/Raspberry Pi for fun

## Personal Details

**Telephone** +421 948 140 290

**Email** s.bhooshi@gmail.com

**Address** Tučkova 9, Ružinov II, Bratislava 82105, Slovakia

**Date of birth** 08 Jan, 1983 ( )

**Nationality** British

**Online** CV ☐ Developer Story ☐ PluralSight ☐ Github ☐ LinkedIn ☐ Keybase ☐ GC3.2

## Download

**PDF Version** shalom\_bhooshi-resume.pdf