

# Shalom Bhooshi

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An adept Systems/SRE/DevOps engineer with a background in the agile delivery of IT platforms and services. Being software-inclined, I subscribe to software-defined everything principles in building and operating reliable yet flexible solutions. I seek a progressive role in an agile work setting that embraces cloud-native and open-source technologies to innovate and advance business.

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## Core Competencies

- Software-engineering approach to managing systems for IT Infrastructure, Platforms and Tooling
- Application of Agile and DevOps practices for Continuous Delivery of projects
- Cloud & Site Reliability Engineering know-how for continuous improvement of operations
- Agile Project Delivery using Initiative, Communication, Teamwork and Pragmatism

## Technical Skills

Cloud Platforms

[Canonical Openstack](#), [Amazon ec2/AWS](#), [Apache Cloudstack](#), [Google Cloud](#)

AWS

VPC, EC2, EBS, ELB, VPN, Route53, Cloudfront, Cloudwatch, S3, Glacier

Scripting Languages

[Python](#), [Bash/POSIX Shell](#), [Go](#), [Ruby](#), [Powershell](#), [Perl](#), [Raku](#)

Containers

[docker](#), [docker-compose](#), [Kubernetes/k3s](#), [Consul](#), [Istio](#)\*

IaC

[Ansible](#), [Terraform](#), [goss](#), [Make](#), [CheckInstall](#), [Chef](#)

CI/CD

[git](#), [Github](#), [Gitlab CI/Runners](#), [Travis CI](#), [Scrutinizer CI](#), [JFrog Artifactory](#)

Observability

[Prometheus](#), [Grafana](#), [Graylog2](#), [CloudWatch](#), [New Relic](#), [Airbrake](#)

Web

[nginx](#), [Apache](#), [Cloudflare](#), [Citrix NetScaler](#), [Python Flask](#), [HTTP](#), [REST](#)

Databases

[Postgres](#), [MariaDB](#), [Elasticsearch](#), [CouchDB](#), [Redis](#), [SQLite](#)

Networking

[TCP/IP](#) - [IPv4](#) & [IPv6](#), [DNS](#), [VPC/Network Design](#), [VPNs](#), [L4-L7 Load-Balancing](#)

Other

Also see my [Developer Story](#) for [self-assessments](#), [opensource work](#), etc.

## Professional Experience

Aug 2017 → Present

[Deutsche Telekom Pan-Net](#) ◦ Bratislava, Slovakia

[pan-net.cloud](#) provides a pan-european cloud platform and infrastructure services to partners and affiliates in the wider [Deutsche Telekom](#) group. Being both a platform for specialised Network Technology Services (Voice, Video & Data) and general-purpose/IT cloud workloads,

Pan-Net uses best-of-breed cloud technologies to help evolve the group's product lines.

Jun 2019 → Present

Cloud Infrastructure Engineer/Technical Lead, IT PaaS, Pan-Net Cloud

Skills & Experience

Product/Technology Ownership, Backlog Management, Scrumban, DevOps, CI/CD/CT, Openstack, Terraform, Ansible, Gitlab, Golang, Python, Prometheus

- As an Infrastructure Engineer: Participating in team scrums to develop, deliver and advance PaaS offerings in an *aaS* fashion to enrich and advance the Pan-Net platform (e.g. DBaaS, LBaaS, Service Monitoring, Log & Event Management, Data Archival, Disaster Recovery, etc).
- As a Technical Lead: PaaS architecture definition, agile roadmap alignment, dependency management, backlog prioritization, sprint scheduling, solution exploration/review.
- As part of the technology community: Participating in design thinking workshops, production campuses. Engaging customers & partners. Presenting technology, knowledge sharing.

Feb 2018 → May 2019

Cloud Infrastructure Engineer, NFVI DevOps, Pan-Net NFVI

Skills & Experience

Agile Release Trains, Delivery Pipelines, DevOps, Gitlab CI, Artifactory, Openstack, Docker, Ansible, Linux, Terraform, Python, goss, Prometheus, Grafana

- DevOps of CI/CD/CT services (i.e. Gitlab CI/Runners, Binary Repositories, CI/CD Pipeline Best-Practices, Library Code) to sustain IaC and Continuous Delivery activities of the Pan-Net platform.
- Consultation and design of VNF service delivery CI/CD pipelines, branching and release models.

Aug 2017 → Jan 2018

Cloud Infrastructure Engineer, Application Orchestration, Pan-Net NFVI

Skills & Experience

Openstack, OpenContrail, Linux, Ansible, Python, OASIS TOSCA, StackStorm

- Development of VNF Orchestrator and practices for VNF Onboarding and Lifecycle Management.

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Oct 2015 → Jun 2017

[Box+Dice](#) (BDSK) ◦ Bratislava, Slovakia

[Box+Dice](#) provide a 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 tailored SaaS services.

Oct 2015 → Jun 2017

Senior Systems Engineer, Site Reliability Engineering

Skills & Experience

Amazon AWS, Project Planning, SRE, DevSecOps, Jira, Mentoring, Ansible, Terraform, bash, Python, Ruby, Cloudflare, Linux, Postgres, MariaDB, Elasticsearch

- Lead systems engineer managing DevOps and Site Reliability Engineering across polar opposite timezones (Bratislava/Kiev and Melbourne/Wellington): systems analysis, infrastructure design and development, improving production deployments and platform availability.
  - Delivering on projects to modernize infrastructure: Lift-and-shift platform to AWS, improving cloud integrations & efficiency, improving technical security and operations.
  - Working on cross-functional efforts with Product Development, Quality Engineering and Product Support: Improving DevOps operating procedures, CI/CD, QA, incident/RCA transparency.
  - Involved in defining and project managing systems strategy, participating in executive committee decision making, customer technical support, cost management, hiring, mentoring.
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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. 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.

#### Position

Senior Software Test Engineer, [Engineering Productivity, Desktop and Apps](#)

#### Skills & Experience

Citrix, IaaS, Cloud Architecture, Virtualization, Network Design, Enterprise Software Testing, Automation, CloudStack, XenServer, PowerShell, Perl, Python

- Systems Engineer/DevOps of self-service tests-as-a-service cloud platform to support the ad-hoc test, QA and Continuous Testing activities of 65+ internal engineering teams.
- Solving and automating push-button provisioning of Citrix VDI test environments on multiple Cloud and Virtualization Backends, 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 wider 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.

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Aug 2002 → Dec 2007

Greater London Area, United Kingdom

#### IT Freelancer

Web development/mastering, Office IT network solutions & support

#### Skills & Experience

Linux, Bash/Shell, Perl/mod\_perl, PHP, Apache, Postgres/MySQL, PrototypeJS, Small-business IT network design/support, Document/WebPage design

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## Education

Sep 2008 → May 2010

[BSc \(1:1, Hons.\) Computer Networks, Sheffield Hallam University](#), Sheffield

## Training and Qualifications

- [Certified Kubernetes Administrator \(CKA\) 2020](#), *Currently Training*
- [Docker + Kubernetes Administration](#), May 2018
- [OpenStack Deployment and Advanced Administration](#), Feb 2018
- [OpenStack Administration Bootcamp](#), Sep 2017
- [Citrix NetScaler ADC 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 Directory Services Infrastructure](#), Apr 2003
- [Implementing & Administering a Microsoft Network Infrastructure](#), Apr 2003

## Spoken Languages

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

## Hobbies and Interests

Fatherhood ◦ Cycling, Outdoors ◦ Guitar, Music ◦ [hackernews](#) ◦ [Raku Community](#)

## Personal Details

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Address

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Date of Birth

[8<sup>th</sup> Jan, 1983](#)

Nationality

British

Residency

Slovak Permanent Residency

Links

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