Shalom Bhooshi

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An experienced systems engineer with a particular interest in the agile delivery of cloud infrastructure projects. I possess extensive experience in systems design and engineering using open source and cloud technologies in a variety of business and technology settings. Among my core competencies are interests in Cloud Platforms ◦ Systems/Network Engineering ◦ Site Reliability Engineering ◦ Infrastructure-as-Code ◦ DevOps ◦ Continuous Delivery ◦ Agile

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. Supporting specialised Network Technology Services (Voice, Video, Data, 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 lines.

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

Skills & Experience   Product/Technical Ownership, Backlog Engineering, Openstack/IaaS, PaaS R&D, Golang, Python, Linux, Gitlab, DevOps & CI/CD, Microservice Design, Mentoring

- As a Technical Lead; Working closely with Customers and Product Ownership - Agile product roadmap/backlog management, decomposition of requirements into user stories/technical tasks, sprint scheduling/reviews, solution design, quality assurance, cross-unit collaboration.

- As an engineer; Design 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 CI/CD, Pan-Net NFVI

Skills & Experience   Agile Release Trains, Delivery Pipelines, Openstack, Gitlab CI, Artifactory, Ansible, Terraform, Docker, Ubuntu, CentOS, bash, Python, DevOps, Prometheus

- Member of the team tasked with the design, implementation and DevOps of geo-distributed highly-available CI/CD/CT services to sustain the IaC and continuous-delivery activities of 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 & Experience   Openstack, OpenContrail, Ansible, OASIS TOSCA, Python, Linux, 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, scrum & sprint activities. Designing VNF orchestration solutions and automation worklows on OpenStack, CI/CD, systems testing, releases.

Oct 2015 → Jun 2017   Box+Dice (BDSK) ◦ 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 tailored SaaS services.

Oct 2015 → Jun 2017   Senior Systems Engineer, Site Reliability Engineering

Skills & Experience   Amazon AWS, Ansible, Python, Ruby, Cloudflare, Cloudfront, Debian, Ubuntu, Postgres, MariaDB, Elasticsearch, Redis, SRE/DevOps, Jira, Mentoring

- Lead systems engineer managing DevOps and Site Reliability Engineering across polar opposite timezones (Bratislava/Kiev vs Australia/New Zealand); systems analysis, infrastructure design and development, improving platform availability and production deployments.

- Delivering on projects to modernize infrastructure, lift-and-shift platform to public cloud (AWS), improving cloud integration & scalability/utilization, improving 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, customer technical support, 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. 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 Applications

- 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 Applications
Jul 2010 → Apr 2012   Software Test Engineer, Test Automation, XenDesktop Engineering.

May 2007 → Dec 2007   Crystal Amusements (UK) Ltd ◦ London, United Kingdom
Systems Engineer   Windows, JScript/WSH, TCP/IP Routing/Switching, Network Security/Availability

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Jan 2007 → May 2007   Sterling Limousines (UK) Ltd ◦ Richmond, Surrey, United Kingdom
LAMP Developer   Perl, PrototypeJS, Apache/mod_perl, Postgresql, Linux, Windows Server 2003

Aug 2002 → Oct 2006   Freelance IT Engineer ◦ Greater London Area, United Kingdom
IT Contractor   Office LAN Design, Web Design & Mastering, Linux, Windows Workstation/Server, Microsoft Office, TCP/IP Routing/Switching, Apache/IIS, Perl, VBScript/Excel

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Education

Sep 2008 → May 2010   BSc (Hons.) Computer Networks, Sheffield Hallam University, Sheffield, England (1:1, First Class Honours)
Jul 2000 → Mar 2001   BSc (Hons.), Computer Science, Mathematics, Physics, French, English Literature, St. Joseph's College of Science and Arts, Bangalore, India (Discontinued)

Technical Experience

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
Configuration	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
Web	L4/L7 Load-Balancing, nginx, Cloudflare, CloudFront, Apache, Citrix NetScaler
OSes	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/CheckMK, Graylog2, Cacti, New Relic, Airbrake
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

Also see my Developer Story for related skills assessments.

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

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Nationality	British
Online	CV ∣ Developer Story ∣ PluralSight ∣ Github ∣ LinkedIn ∣ Keybase ∣ GC3.2

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