# Shalom Bhooshi

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**Abstract**

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.

## Core Competencies

- Software-centric approach to Systems Engineering for IT Infrastructure, Tooling and Platforms
- Solution Design balancing Big Picture Thinking and Design for Iteration for Agile Delivery
- Application of Agile and DevOps practices to manage Continuous Delivery pipelines
- Site Reliability Engineering in the Continuous Improvement of Service Agility and Reliability
- Project Delivery using Initiative, Conceptual Thinking, 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
**Containers**  docker, Kubernetes, k3s, docker-compose, kompose, Consul, Istio*
**Operating Systems**  Debian/Ubuntu/CentOS Linux, Windows Server 2003-2016, FreeBSD
**IaC**  Ansible, Terraform, goss, Make, CheckInstall, StackStorm
**Scripting Languages**  Python, Bash/POSIX Shell, Golang, Ruby, Powershell/.NET, Perl, Raku/Perl6
**Configuration**  systemd, supervisord, monit, Jinja2, ERB, YAML, JSON Schema/Path, TOML
**CI/CD**  git, Github, Gitlab CI/Runners, Travis CI, JFrog Artifactory
**Observability**  Prometheus, Grafana, Graylog2, Icinga2/CheckMK, New Relic, Airbrake, Cacti
**Web**  nginx, Apache, Cloudflare, Citrix NetScaler, Python Flask, REST, Microservices
**Databases**  Postgres, MariaDB/MySQL, Elasticsearch, CouchDB, Redis, SQLite
**Virtualization**  Citrix Hypervisor/XenServer, KVM, Xen, libvirt, Microsoft Hyper-V
**Compute Hardware**  Dell PowerEdge, HP Proliant, HP BladeSystem
**Networking**  TCP/IP - IPv4 & IPv6, DNS, VPC/Network Design, VPNs, L4-L7 Load-Balancing
**Storage**  NFS, iSCSI, S3/Swift, Dell Compellent, NetApp, HP StorageWorks, QuadStor
**Other**  See my StackOverflow Developer Story for assessments and opensource work.

## 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 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 complement and enrich the Openstack IaaS (e.g. DBaaS, LBaaS, FaaS, Big Data/NoSQL, Service Monitoring, Log Management, Data Archival, Disaster Recovery).
- 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, Library Code) to sustain IaC and Continuous Delivery activities of the 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 vs 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.

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

**Skills & Experience**  IaaS, Cloud Architecture, Network Design, Enterprise Software Testing, DevOps, Teamwork, Mentoring, Virtualization, CloudStack, XenServer, PowerShell/.NET, Perl, Python, Ruby, Linux, Windows Server, WDS, CouchDB, Icinga, Puppet

- Systems Architect/DevOps Engineer of a self-service IaaS cloud (Apache CloudStack/XenServer) supporting 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, Azure), 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.

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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, IIS, WSH/JScript/VBScript, Office IT Network design/security, Microsoft small-business solutions, Microsoft Office/Frontpage, Webpage/Pamphlet 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**

Parenting, Fatherhood ◦ Cycling, Running, Outdoors ◦ Guitar, Music ◦ engineeringblogs.xyz, hackernews ◦ Raku/Perl6 Community ◦ Home IoT w/ Raspberry Pi

**Personal Details**

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**Links**  LinkedIn □ Github □ Developer Story □ Keybase

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