Shalom Bhooshi

[s.bhooshi@gmail.com](mailto:s.bhooshi@gmail.com) ◦ +421 948 140 290

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](https://www.telekom.com/en/media/details/the-pan-european-network-pan-net--442220) ◦ Bratislava, Slovakia

[pan-net.cloud](https://portal.pan-net.cloud/) provides a pan-european cloud platform and infrastructure services to partners and affiliates in the wider [Deutsche Telekom](https://www.telekom.com/en/company) 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](https://boxdice.com.au) (BDSK) ◦ Bratislava, Slovakia

[Box+Dice](https://boxdice.com.au) 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](https://www.citrix.com/) ◦ Cambridge, United Kingdom

[Citrix](https://www.citrix.com/) 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](https://landing.google.com/engprod/), [Enterprise Desktop and Applications](https://www.citrix.com/products/xenapp-xendesktop/)

* Systems Architect/DevOps Engineer of a self-service IaaS cloud ([Apache CloudStack](https://cloudstack.apache.org/)/[XenServer](https://www.citrix.com/products/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](https://www.citrix.com/solutions/desktop-virtualization/overview.html) 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](http://www.citrixsummit.com/). Hardware procurement and maintenance, vendor relations. Technical training/mentoring.

Apr 2012 → Oct 2013

Associate Software Test Engineer, [Engineering Productivity](https://landing.google.com/engprod/), [Enterprise Desktop and Applications](https://www.citrix.com/products/xenapp-xendesktop/)

Jul 2010 → Apr 2012

Software Test Engineer, Test Automation, [XenDesktop Engineering](https://www.citrix.com/products/xenapp-xendesktop/).

May 2007 → Dec 2007

Crystal Amusements (UK) Ltd ◦ London, United Kingdom

Systems Engineer

Windows, JScript/WSH, TCP/IP Routing/Switching, Network Security/Availability

Jan 2007 → May 2007

[Sterling Limousines (UK) Ltd](http://sterlinglimousines.co.uk/) ◦ 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

### Education

Sep 2008 → May 2010

[BSc (Hons.) Computer Networks](https://www.shu.ac.uk/search-results?q=computer+networks), [Sheffield Hallam University](https://www.shu.ac.uk/), 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](http://www.sjc.ac.in), Bangalore, India (Discontinued)

### Technical Experience

Cloud

[Canonical Openstack](https://www.ubuntu.com/openstack), [Amazon ec2](https://aws.amazon.com/ec2/)/[AWS](https://aws.amazon.com/), [Apache Cloudstack](http://cloudstack.apache.org/), [DigitalOcean](https://www.digitalocean.com/)

IaC

[git](https://git-scm.com/), [Ansible](http://www.ansible.com/), [Terraform](https://www.terraform.io/), [GitOps](https://www.weave.works/technologies/gitops/), [StackStorm](https://stackstorm.com/), [Chef](https://www.chef.io/)

CI/CD

[GitLab CI](https://docs.gitlab.com/ee/ci/quick_start/), [Github](https://github.com/), [JFrog Artifactory](https://jfrog.com/artifactory/), [Travis CI](https://travis-ci.org/), [Jenkins](https://wiki.jenkins-ci.org/display/JENKINS/Meet+Jenkins)

Scripting

[Bash](https://www.gnu.org/software/bash/)/[POSIX Shell](http://pubs.opengroup.org/onlinepubs/009695399/utilities/xcu_chap02.html), [Python](https://www.python.org/), [Golang](https://www.golang.org/), [Ruby](https://www.ruby-lang.org/en/), [Perl](https://www.perl.org/), [Powershell](https://en.wikipedia.org/wiki/Windows_PowerShell)/[.NET](http://www.microsoft.com/net), [Raku/Perl6](https://www.raku.org)

Configuration

[YAML](http://yaml.org/), [JSON](http://json.org/), [JSON Schema](https://json-schema.org/), [JSON Path](https://goessner.net/articles/JsonPath/), [OASIS TOSCA](http://docs.oasis-open.org/tosca/TOSCA/v1.0/os/TOSCA-v1.0-os.html), [TOML](https://github.com/toml-lang/toml), [XML](http://www.w3.org/XML/)

Containers

[docker](https://www.docker.com/), [docker-compose](https://docs.docker.com/compose/), [Kubernetes](https://kubernetes.io/), [Consul](https://www.consul.io/)

Networking

[TCP/IP](https://en.wikipedia.org/wiki/Internet_protocol_suite) (IPv4 & IPv6), [DNS](https://en.wikipedia.org/wiki/Domain_Name_System), [L7/HTTP](https://www.w3.org/Protocols/), Network Design, Routing & Switching, VPNs

Web

[L4/L7 Load-Balancing](https://loadbalancerblog.com/blog/2013/04/what-heck-layer-7-load-balancing-anyway), [nginx](http://nginx.org/en/), [Cloudflare](https://www.cloudflare.com/), [CloudFront](https://aws.amazon.com/cloudfront/), [Apache](http://httpd.apache.org/), Citrix [NetScaler](https://www.citrix.com/products/netscaler)

OSes

[Debian](http://www.debian.org/)/[Ubuntu](http://www.ubuntu.com/), [CentOS](https://www.centos.org/)/[RHEL](http://www.redhat.com/en/technologies/linux-platforms/enterprise-linux), [Windows Server 2003-2016](https://en.wikipedia.org/wiki/Windows_Server#Members), [FreeBSD 9+](http://www.freebsd.org/)

Databases

[Postgres 9+](http://www.postgresql.org/), [MariaDB](http://mariadb.org/) 10/[MySQL](http://www.mysql.com/why-mysql/) 5+, [Elasticsearch](https://www.elastic.co/), [CouchDB](http://couchdb.apache.org/), [Redis](https://redis.io/), [SQLite 3](http://sqlite.org/)

Monitoring

[Prometheus](https://prometheus.io/), [Grafana](https://grafana.com/), [Icinga2](https://www.icinga.com/products/icinga-2/)/[CheckMK](https://checkmk.com/), [Graylog2](https://www.graylog.org/), [Cacti](http://www.cacti.net/), [New Relic](http://newrelic.com/), [Airbrake](https://airbrake.io/)

Virtualization

[Citrix XenServer](http://xenserver.org/), [KVM](https://wiki.debian.org/KVM), [Xen](http://www.xenproject.org/), [Microsoft Hyper-V](http://www.microsoft.com/en-us/server-cloud/solutions/virtualization.aspx)

Hardware

Dell [PowerEdge](http://www.dell.com/us/business/p/poweredge-rack-servers), HP [Proliant](http://www8.hp.com/us/en/products/proliant-servers/), HP [BladeSystem](http://www8.hp.com/us/en/products/servers/bladesystem/)

Storage

NFS, iSCSI, [Swift](https://wiki.openstack.org/wiki/Swift)/[S3](https://aws.amazon.com/s3/), Dell [Compellent](http://www.dell.com/us/business/p/dell-compellent), [NetApp](http://www.netapp.com/us/products/storage-systems/), [HP StorageWorks](http://www8.hp.com/h20195/v2/GetHTML.aspx?docname=c04168365)

Also see my [Developer Story](https://stackoverflow.com/story/shalombhooshi) for related skills assessments.

### Training and Qualifications

* [Docker + Kubernetes Administration](https://www.componentsoft.io/educationalservices/openstack-docker-puppet-xen-and-kvm/kbs-105-docker-kubernetes-administration-accelerated-training/), May 2018
* [OpenStack Deployment and Advanced Administration](https://www.componentsoft.io/educationalservices/openstack-docker-puppet-xen-and-kvm/ost-204-openstack-advanced-administration-extended/), Feb 2018
* [OpenStack Administration](https://www.componentsoft.io/educationalservices/openstack-docker-puppet-xen-and-kvm/openstack-private-cloud-workshop-extended-ost-104/), Sep 2017
* [Citrix NetScaler Essentials, Networking and Administration](http://training.citrix.com/mod/ctxcatalog/course.php?id=497), Jun 2012
* [Building Scalable Cisco Internetworks (CCNP BSCI)](https://www.cbtnuggets.com/it-training/cisco-642-901-ccnp-bsci), Feb 2004
* [Cisco Certified Network Associate (CCNA)](http://www.cisco.com/web/learning/exams/list/ccna_composite.html#~Topics), Mar 2003
* [Implementing & Administering a Microsoft Windows 2000 Directory Services Infrastructure](https://web.archive.org/web/20081222080658/http://www.microsoft.com/learning/en/us/exams/70-217.mspx#EHE), Apr 2003
* [Implementing & Administering a Microsoft Windows 2000 Network Infrastructure](https://web.archive.org/web/20141221185633/https://www.microsoft.com/learning/en/us/exams/70-216.mspx#E3E), Apr 2003
* [Administering Windows 2000 Server](https://web.archive.org/web/20141221185902/https://www.microsoft.com/learning/en/us/exams/70-215.mspx#E3E), Microsoft Certified Professional (MCP), Mar 2003
* [Administering Windows 2000 Professional](https://web.archive.org/web/20141221190036/https://www.microsoft.com/learning/en/us/exams/70-210.mspx#ECF), Microsoft Certified Professional (MCP), Mar 2003
* [Network Infrastructure Administration, CompTIA® Network+ Certified Professional](http://certification.comptia.org/certifications/network), Feb 2003
* [Hardware and Software Essentials, CompTIA® A+ Certified Professional](http://certification.comptia.org/certifications/a), 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)](https://www.theiet.org/) (Graduate Member)

Dec 2008 → Present

[British Computer Society (BCS)](https://bcs.org) (Member)

Jan 2008 → May 2012

[Microsoft IT Advisory Council (ITAC)](https://microsoft-itcouncil.com/) (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](https://www.raku.org/) [Community](https://www.raku.org/community) ◦ Tech. news, conferences ◦ Hacking [Debian/Raspberry Pi](https://www.raspbian.org/) for fun

### Personal Details

Telephone

+421 948 140 290

Email

[s.bhooshi@gmail.com](mailto:s.bhooshi@gmail.com)

Address

[Tučkova 9, Ružinov II, Bratislava 82105, Slovakia](https://www.google.co.uk/maps?q=Tuckova+9,+Bratislava,+82105)

Date of birth

[08 Jan, 1983](https://takemeback.to/08-January-1983) (♑︎)

Nationality

British

Online

[CV](http://shalomb.github.io/cv/) । [Developer Story](https://stackoverflow.com/story/shalombhooshi) । [PluralSight](https://app.pluralsight.com/profile/shalom-bhooshi) । [Github](https://github.com/shalomb/) । [LinkedIn](https://uk.linkedin.com/in/shalombhooshi) । [Keybase](https://keybase.io/shalomb) । [GC3.2](https://mj.ucw.cz/geek/?code=GCM%2fCS%2fIT%2fE%2fMU%2fP%2fO+d--+s%3a%2b%2b+a+C%2b%2b(%2b%2b%2b%2b)+UL+L%2b%2b+P%2b%2b+E---+W%2b%2b(-)+N%2b+o-+K%2b%2b%2b+w---+O-+M%2b+V--+PS%2b%2b+PE%2b+!Y%2b+PGP%2b%2b+t%2b+5%3f+X%2b%2b+!R+TV%2b+b+DI%2b%2b+D%2b+G%2b%2b+e%2b%2b+h--+r%2b%2b%2b+y%2b%2b%2b)

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