Voislav **Vasiljevski**

SITE RELIABILITY ENGINEER WITH DEVOPS MINDSET
Prague, Czech Republic

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"Lazyness = Automation"

Skills

Scripting	Bash, PowerShell
Tools	Git, Vagrant, Chef, Ansible, Jenkins
Datastores	MSSQL, MySQL, PostgreSQL, Elasticsearch, Redis
Learning	Python, Golang, Docker, Cloud (Azure, GCP, AWS)
Languages	English, Croatian, Macedonian, Serbian

Experience

NCR Corporation
Prague, Czech Republic

SW DEVOPS ENGINEER III
Jul. 2017 - 2020 (PRESENT)

Daily tasks:
- Incident Response.
- Fulfilling Change Request process for SaaS.
- Fulfilling Service Request as assigned.
- Cloud Engineering (Improvements) as assigned.

Tools:
- IaC - Chef, Azure, HC Vault, Bitbucket, Jira, Jenkins, Rundeck, ELK Stack, Zabbix, Sensu, Site24x7, MSSQL Server, Windows Server, CentOS ...

Projects
- Application migrations - on-premise DCs to cloud environments.
- Cloud Release pipeline - agents on-premise to cloud environments.
- Monitoring/Observability engineering - defined in code.
- Chef Compliance Scanning.

Other duties:
- Part of a "SWAT" team for diagnosis end-to-end application issues.
- Active participation in technical meetings to improve our solutions.
- SME (Subject Matter Expert) for several applications.
- Reduce 'toil' as much as possible by implementing automation.
- Regular On-Call rotation for entire application estate.
- Writing documentation.

NCR Corporation
Prague, Czech Republic

AppOPS ENGINEER
Nov. 2016 - Jul. 2017

Daily tasks:
- Response to performance faults and degradations.
- Working in direct coordination with other teams.
- Ensuring access to the critical performance data by development, database, networking and other teams.
- Analyzing and reporting application performance to business management.
- Monitoring of applications behavior within the operations environment.
- Measuring application performance with respect to response times and end-user experience.
- Correspond closely with vendor and customer SLAs.
- Correlate directly to the system behaviors that reflect application performance and end-user experience.

Tools:
- Git, Bitbucket, YouTrack, Zabbix, SiteScope, Zerto, MSSQL Server, Windows Server, CentOS.

Projects
- On-Prem Cage Migration - Application migrations.

Other duties:
- SME (Subject Matter Expert) for several applications.
- Writing scripts for various automation and testing needs.
- Writing documentation.
- Regular On-Call rotation for entire application estate.

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LINUX SYSTEM ENGINEER

Daily tasks:

- Maintenance, troubleshooting, monitoring of production infrastructure for several big projects (> 200k users).
- Maintaining infrastructure documentation.
- Applying operating system updates, patches, configuration changes.
- Active participation in technical meetings to improve our solutions.
- System performance troubleshooting and tuning.
- Providing technical support for employees and customers.
- Close cooperation with teams based in Belgium and Indonesia.

Tools, Datastores, OS used:

- Gitlab, Jenkins, MySQL, Ansible, Postgres, MSSQL Server
  Redis, Varnish, Debian, CentOS, VMWare, Nagios, PRTG

Projects

- 30+ Drupal-based Web Application semi-automated migrations to new VMWare cloud provider.
- Implementation of Nginx NAXSI WAF.
- PRTG Network Monitor Implementation.

Other duties:

- Performing audit of systems and software.
- Created custom monitoring dashboard for the IT office.
- Created scripts for various automation and testing purposes.

State Election Commission (North Macedonia)
Skopje, North Macedonia
2013 - 2020 (PRESENT)

SYSTEM ADMINISTRATOR - REMOTE PT

- Firewall setup and maintenance.
- Exchange Mail server setup and maintenance.
- OS images generation - Unattended install (Windows) for bulk laptop deployment.
- Systems monitoring and various automation on-prem.

CrazyLabs (TabTale)
Skopje, North Macedonia
2011 - 2012

GAME DEVELOPER

- Developed games on Cocos2d platform.
- Created role-play mechanics and animations for characters and environments.
- Image manipulation.

ONE - Telecommunications Services SC Skopje
Skopje, North Macedonia
2009 - 2010

TECH SUPPORT L1/L2

As part of the ONE Tech Support team for home and business users, usually my daily tasks included:

- Resolving Internet, 3G and DVB-T connectivity issues for customers.
- Provide a helpful phone response to customers and reassure them their issues were being in a professional and timely manner.
- Learned and used questioning and listening skills that supported effective telephone communication,
  as well as understand the impact of attitude in handling calls professionally.
- Meet commitments to customers.

Coursework ────────────────────────────────

Red Hat and Microsoft based
Skopje, North Macedonia
2007-2010

- Red Hat System Administration I, II, III (RH124), (RH135), (RH255)
- Maintaining a Microsoft SQL Server 2008 Database (6231)
- Updating your Network Infrastructure and Active Directory Techonology Skills to Windows Server 2008 (6416)

Education ────────────────────────────────

SUGS (Josip Broz Tito - Skopje)
Skopje, North Macedonia
2003 - 2007

HIGH SCHOOL DIPLOMA

FSCE (Faculty of Computer Science and Engineering)
Skopje, North Macedonia
$2007 - \lim\limits_{x \to \infty}$

B.S. IN COMPUTER SCIENCE AND ENGINEERING