



# Voislav Vasiljevski

SITE RELIABILITY ENGINEER WITH DEVOPS MINDSET

Prague, Czech Republic (eligible to work in EU)

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"Lazyness = Automation"

## Skills

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

## Experience

### NCR Corporation

SW DEVOPS ENGINEER III

Prague, Czech Republic

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

APPOPS ENGINEER

Prague, Czech Republic

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.

## Vox Teneo

LINUX SYSTEM ENGINEER

Skopje, North Macedonia

2014 - Sept. 2016

### 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)

SYSTEM ADMINISTRATOR - REMOTE PT

Skopje, North Macedonia

2013 - 2020 (PRESENT)

- 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)

GAME DEVELOPER

Skopje, North Macedonia

2011 - 2012

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

## ONE - Telecommunications Services SC Skopje

TECH SUPPORT L1/L2

Skopje, North Macedonia

2009 - 2010

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

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### 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 Technology Skills to Windows Server 2008 (6416)

## Education

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### SUGS (Josip Broz Tito - Skopje)

HIGH SCHOOL DIPLOMA

Skopje, North Macedonia

2003 - 2007

### FSCE (Faculty of Computer Science and Engineering)

B.S. IN COMPUTER SCIENCE AND ENGINEERING

Skopje, North Macedonia

2007 -  $\lim_{x \rightarrow \infty}$