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DevOps Eng 3

Age:42
City: Johannesburg
Gender: Male
Ethnicity: Indian

He boasts a wealth of 17 years of professional experience and holds certifications in Azure and Business Analysis. Beginning his career as a Data and Business Analyst, he seamlessly transitioned into software testing and subsequently embraced C# programming while fulfilling his Business Analysis responsibilities. This pivotal period marked the initiation of his journey into DevOps as an Engineer.

His innate ability to swiftly grasp new concepts and technologies played a pivotal role in his promotion to the position of DevOps Engineer. His multifaceted expertise extends to Site Reliability Engineering (SRE), where he oversees the operation of application servers across multiple servers, ensuring seamless infrastructure functioning and application execution through Azure.

As a Microsoft Gold partner, He exclusively leverages Azure for DevOps activities. The integration of their systems with third parties, utilization of WCF, and intertwining of applications with governmental departments underscore the depth and complexity of his work.

In the realm of web services management, His experience is extensive. While they initially utilized Elastic search, they later transitioned to a more cost-effective solution— a custom tool developed by a company named Sourcing. This bespoke tool mirrors the functionalities of Elastic search, tailored to meet the specific needs of the business.

He briefly employed Datadog in his responsibilities, but it was discontinued last year as part of a strategic decision. In his role overseeing infrastructure tools and costs. He implemented changes to optimize efficiency, discontinuing the use of both Datadog and Elastic. His proficiency extends to the creation and maintenance of build and release pipelines in Azure, with the current environment running on IIS.

Work History

Position: DevOps engineer – It Operation   **Duration:** 2020 to Current
Company: Financial Services sector
- They are MS partners and work mostly with Azure.
- He can create resources, working with maintenance, Virtual machines, databases within Azure, security within Azure.
- Monitor Cloud Infrastructure in Microsoft Azure.
- Creating Azure Resources.
- Creating Teams and Projects on Azure DevOps.
- Creating and maintaining Team Wiki.
- Automation of Task CD | CI Pipelines.
- Troubleshooting and resolving issues on CI and CD pipelines.
- Maintain the Microsoft Azure Secure Score.
- Creating New Dev Repos for New projects.
- Designing CI and CD Pipelines.
- Maintain Function Apps and Web Apps.
- Monitoring and maintaining all Azure Virtual Machines, this includes all SQL and Application servers.

- Responsible for the UAT and Production Environments which include, Application VM and SQL Servers
- UAT and Production Deployments via Azure DevOps. Includes ensuring that all DB changes are implemented from UAT through to production. Ensuring that all modules are ready for deployment.
- Incident management related to DevOps.
- Ensure that the Azure environment is secure.
- Maintaining IBM MQ using Connect Direct Services for UAT and Production.
- Certificate management for IBM and Azure Cloud Application Servers.
- SFTP Server management.
- Researching multi-cloud solutions and Infrastructure as Code (IAC).
- SQL administration for UAT and Production.
- Compiling DevOps Exco Reporting.
- Desktop Support, Azure Active Directory.
- Microsoft Office Administrator.
- Purchasing of Hardware and Software.
- Licensing renewals.

Technologies:
Exposed to the below products on Microsoft Azure:
- Creating Virtual Machines, joining them to the network, and setting up the service accounts so the VM can communicate within the same Azure resource.
- Function App | Web Apps.

API Management Internal and External:
- Azure Key vault.
- Application Insights.
- Services: SaaS, PaaS.
- Azure SQL, Azure managed SQL.
- MongoDB via Azure.
- Blog Storage.
- Load balancers.
- DR, failover site recovery.

Reason for leaving:
- He has been with the company for 5 years in multiple roles and not actively on the market. Natasha head hunted him and what stands out for him about this role is that it's fully remote. He is also looking for a new challenge as he has become an expert at his company in DevOps as an all rounder.

Position: Junior Developer Engineer / Business Analyst   **Duration: 2020 to July 2020**
Company: Financial Services sector
- Troubleshooting production Issues.
- Debugging and deploying hotfixes to resolve production issues.
- Agile Development.
- Implementation of Code for new integrations with clients.
- Application developer C#.
- Optimization of the existing system.
- Assist with system analysis and design.

Reason for leaving:
- Everything they do was already in DevOps, setting up infrastructure, automation for code to be built and run, etc he was fascinated with how the DevOps aspect works and he started upskilling himself with DevOps and how it all works together, to the point where he started doing some of the work and they noticed he grasped it well and was good at it.
- He was then asked to move into DevOps full time as he had an excellent grasp of how everting works together.

Position: Business Analyst   **Duration: 2017 to 2019**
Company: Financial Services sector
- Define specifications and business analysis requirements.
- Design, document, and maintain business processes.
- Design and document technical design documents (TDS)
- Be a link between the Business and t Development team.
- Manage requirements from client interactions.
- Assist clients with integration setup via WCF and Rest for various Products of the company.
- Product Specific

CCP (Client Consolidated Portfolio) & Employee Benefits:
- Responsible for mapping Life & Risk, Investment, and Unit Data for the CCP Switch for new products using the Accord data standard. (Working XML data files),
- Troubleshooting data issues.
- Creating Loopbacks for client testing and system enhancements.
- Production Support on mapping issues with content providers and FNA.
- Enhancements to the CCP system.
- Production Support for all data-related issues on CCP.
- Was part of the team that designed the companies Data Standard for Employee Benefit.
- I was the lead BA on Project to implement the first Employee Benefits Content Provider.
- This would include creating all test data and XML, schemas, and JSON files.

Life & Claims, Risk Mitigation system, Verification of Person Details:
- Production Support.
- Data mapping with Accord.
- Enhancements to the existing system.

Reason for leaving:
- He started working at this Financial Services company as a Technical business analyst working on their biggest product, they were very satisfied with his work and identified he is capable to do more than the average Business analyst as he can do testing, scripting, can do relationship diagrams etc and he figured out the system within a few months.
- They noticed he can work the code, then the company went through a restructure, and they had too many Business Analysts and asked if he would be keen to move into development since he had the capabilities like a Junior Developer alongside also doing Business Analysis.

Position: Business Analyst – Partner Sales Excellence   **Duration: 2017 to 2017**
Company: Microsoft South Africa (MEA)

System Responsibility:
- Maintain existing Databases within SMS & P
- Build and implement new Power BI Dashboards..
- Maintain existing SharePoint sites for SMS & P.

Operational Excellence:
- Drives pipeline standards and hygiene.
- Orchestrates and manages internal sale rhythms.
- Manages Customer/Partner Planning Rhythm.
- Manages Partner Quarterly Reviews.
- Manages the forecast.
- Manages Strategic Product Consumption.

Leadership:
- Advisor to sales leaders in understanding compensation and quota allocations.
- Leads, drives and monitors Segment growth and recovery planning.
- Drives and Monitors Pipeline Health.
- Interlink between the business and managed Partners in terms of performance attainment and gaps in their Microsoft business areas.
- Coaches and reviews on partner plans.
- Working with team to drive consumption of Cloud products with the SI Partner teams.

Change Management:
- Strategize and support design, requirements and landing of WW processes and tools.
- Engage with Partners to use the Microsoft Technology within their organizations.
- Partners with business leads to ensure readiness plan quality.
- Derive business intelligence from corporate assets to give Segment leaders a view of trends in the business beyond line of sight to forecast future direction.

Reason for leaving:
- Contracting, they were downsizing the team and he decided to find an alternative role before they terminate his contract.

Position: IT Business Analyst   **Duration: 2015 to 2017**
Company: Bank
- Writing Business Requirement Specifications documentation.

- Creating work request for enhancements and emergency changes.
- Creating test cases and signing off.
- Obtaining sign off from business on test cases.
- Error Handling on system issues.
- Documenting all incidents and queries with relevant system team.
- Reporting on all incidents and changes.
- Process mapping of existing processes and to be processes
- JAD sessions with Business and Technical Teams.
- Production support for the business area at Share Investing.

Reason for leaving:
- Head hunted by Microsoft.

Position: Business Analyst   **Duration: 2015 to 2015**
Company: Healthcare and Finances sector
- Solution Proposal
- Writing Business Cases, Business Requirements Specifications, Customer Requirements Specifications.
- JAD sessions with business.
- Data Analysis.
- Query Reporting.
- Business Support for Providers.
- Med pages Project: Manual Fixes.

Reason for leaving:
- He worked for this company for 12 years in multiple roles and wanted a new challenge.

Position: Analyst   **Duration: 2010 to 2015**
Company: Healthcare and Finances sector
Outputs:
- Worked with data, analysis, and reporting.
- Information gathering (research and interviewing).
- Information synthesis (making sense of information from many sources).
- Summarising (identifying and illustrating key concepts).
- Reporting (conveying key concepts in writing and diagrams).
- Presentation design, building and communication.
- Information analysis (turning data into information to support decision makers).
- Initiatives: Ways to improve a process or procedure to better support business.
- Quality – pays high attention to detail.

Technologies:
- Word Processing (Basic).
- Spreadsheet Software (Basic).
- Databases and data storage (Basic).
- Research experience (intermediate).
- Business Structures and MI.
- Project Management (intermediate).
- Systems (intermediate).

List of Portfolios:
- New Business and Underwriting.
- Bulk data Imports.
- People Reporting and Data management.
- Client Services.

Reason for leaving:
- Promotion.

Position: Team Leader Coach   **Duration: June 2009 to July 2010**
Company: Healthcare and Finances sector (New Business Operations)
- Managing a team staff and striving towards a highly motivated, performance driven environment.
- Developing, coaching & motivating a team to excel in performance and service delivery.
- Responsible for the performance management and disciplinary relations of staff.

- Building and growing the team as well as identifying talent in staff members.
- Developing staff with their current jobs as well as career development.
- Ensuring that service levels are maintained.
- Handling the administrative functions required.
- Identifying quality issues and taking corrective steps by actioning quality trends
- Measuring staff member's performance against required standards.
- Relationship building with internal clients to achieve objectives.
- Relationship building with external partners to achieve objectives.
- Able to multitask and meet allocated deadlines daily.
- Holding team meetings and communicating essential elements.
- Drive results and solutions through the team - Monitoring the staff's targets/ deadlines.
- Assisting with interviews.
- Makes prompt, clear decisions, which may involve tough choices or considered risks. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction. Initiates and generates activity.
- Provides others with a clear direction. Sets appropriate standards of behavior. Motivates and empowers others.
- Analyses numerical data, verbal data and all other sources of information. Breaks information into component parts, patterns and relationships. Probes for further information or greater understanding of a problem. Makes rational judgments from the available information and analysis. Produces workable solutions to a range of problems. Demonstrates an understanding of how one issue may be a part of a much larger system.
- Sets clearly defined objectives. Plans activities and projects well in advance and take account of possible changing circumstances. Manages time effectively. Identifies and organizes resources needed to accomplish tasks. Monitors performance against deadlines and milestones.
- Adapts to changing circumstances. Accepts new ideas and change initiatives. Adapts interpersonal style to suit different people or situations. Shows respect and sensitivity towards cultural and religious differences. Deals with ambiguity, making positive use of the opportunities it presents.
- Works productively in a high-pressure environment. Keeps emotions under control during difficult situations. Balances the demands of a work life and a personal life. Maintains a positive outlook at work. Handles criticism well and learns from it.
- Accepts and tackles demanding goals with enthusiasm. Works hard and puts in longer hours when it is necessary. Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities. Seeks progression to roles of increased responsibility and influence.

Reason for leaving:
- Moved into the Service Lab as an Analyst at Associate Special Level.

Position: Administrator – Broker Consultants & Sales Brokers   **Duration: 2009 to 2009**
Company: Financial Services sector
- Processing of e-mails; broker queries and redirecting queries to relevant Service Consultants
- Attend to all email queries timeously.
- Generate and prepare quotes on Life and Invest.
- Convey, telephonic and written information relating to Quotes / New Business Commissions Billing and Products
- I handle escalated queries.
- Liaise with New Business Department, Underwriting Department and Broker Service Consultants for progress of the new business submitted.
- Ensure that service level agreements are met.
- Attending to requests from management and other departments for written correspondence
- Load Demographics for a new scheme.

Reason for leaving:
- Offered a Team Leader Job at Head office in operations.

Position: Team Leader Coach   **Duration: 2007 to 2009**
Company: Healthcare and Finances sector
- Managing a team staff and striving towards a highly motivated, performance driven environment.
- Developing, coaching & motivating a team to excel in performance and service delivery.
- Responsible for the performance management and disciplinary relations of staff.
- Building and growing the team as well as identifying talent in staff members.
- Developing staff with their current jobs as well as career development.
- Ensuring that service levels are maintained.

- Handling the administrative functions required.
- Identifying quality issues and taking corrective steps by actioning quality trends.
- Measuring staff member's performance against required standards.
- Relationship building with internal clients to achieve objectives.
- Relationship building with external partners to achieve objectives.
- Able to multitask and meet allocated deadlines daily.
- Holding team meetings and communicating essential elements.
- Drive results and solutions through the team - Monitoring the staff's targets/ deadlines.
- Assisting with interviews.
- Trend analysis / coaching based on error trends and notification errors.
- Ensuring team is capturing application forms correctly.
- Liaising with external communities – DFC, Brokers and DCS.
- Maintaining SLAs- Ensuring application forms are captured within the 2-hour turnaround time and that there is 100% production of target.
- Identify opportunities for process enhancements- refining systems for better efficiency.
- Developing people with basic soft skills.
- Attending team meetings.
- Attending project meetings with regards to adhoc projects.

Generating reports of Genesys:
- Forecasting.
- Historical Data.
- Scheduling.
- Performance monitoring.
- Adherence.

Generate operational reports:
- In-Out Volumes.
- Makes prompt, clear decisions, which may involve tough choices or considered risks. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction. Initiates and generates activity.
- Provides others with a clear direction. Sets appropriate standards of behavior. Motivates and empowers others.
- Analyses numerical data, verbal data and all other sources of information. Breaks information into component parts, patterns and relationships. Probes for further information or greater understanding of a problem. Makes rational judgments from the available information and analysis. Produces workable solutions to a range of problems. Demonstrates an understanding of how one issue may be a part of a much larger system.
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- Accepts and tackles demanding goals with enthusiasm. Works hard and puts in longer hours when it is necessary. Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities. Seeks progression to roles of increased responsibility and influence.

Reason for leaving:
- Moved internally.

Education

Grade 12. Lenasia South Secondary, 2000.

Diploma in Business Analysis. Faculty Training Institute (FTI), 2015.

Certificate Lean Six Sigma (Yellow Belt). BMGI, 2008.

License to Lead Certification (Team Leader Training. Training Institute, 2012.

Microsoft Azure Fundamentals. AZ 900, 2023.

<u>Azure Microsoft Database Administrator</u>. DP 300, 2023.

Top Skillz

Time Management
Communication skills
Problem solving
Numeric skills
Facilitation and minute meetings
Project management
MS Excel (advanced)
MS Office 2007, 2010 2013& 2016 (Word,
Outlook, PowerPoint, OneNote, Visio}
Windows as Win7, WIMP, Win2000, Win 81
Open Office
PL/ SQL (basic)
Microsoft Visual Studio
Visual Studio Code
XML Spy —XML and JSON data Mapping
CC Pulse (Call Centre Management System)
Avaya (Call Centre Management System)
WINSQL
Hogan (In-house banking system)

Salary

Before Deductions:	R 84 000.00 per month
Salary Expectations:	10% increase for fully remote for him the deal maker is a fully remote role with a bit of a net increase after the same benefits.

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