

# Amir Dezfulian | DevOps Engineer

I am an enthusiastic technical problem solver with over 11 years of experience in various computer science and engineering domains. I take tremendous pride and joy in learning new platforms and technologies, and I am eager to design scalable and fault-tolerant business solutions in both cloud and on-site infrastructures. Additionally, I am passionate about teaching and mentoring others, sharing knowledge and expertise to foster growth and innovation.

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## EXPERIENCE

### DevOps Engineer | IMC Learning | Germany

11/2021 - Present

*IMC is a global leader in digital learning with 25 years of market experience, 12 international locations, and 350 employees*

Achievements:

- Led and managed a multi-regional AWS cloud infrastructure, ensuring high scalability, reliability, and security for globally distributed data services.
- Collaborated effectively with cross-functional teams to meet the evolving needs of the product team and external customers.
- Transformed the QA Instances from **docker-compose** hosts to a **k8s** dynamic **auto-scaling** infra powered by **Terraform** IaC and **Python scripting**. Saving up to **40%** of costs. **AWS EKS, EFS, EBS, Route53, IAM, ALB, EC2, ASG, Helm**
- Facilitated the code merge process from the legacy code lines via an innovative **automation python** program. Saving up to **10 person-hours** per week.
- Demonstrated strong expertise in automation and CI/CD practices, leveraging tools like GIT, Jenkins and infrastructure-as-code (Terraform).
- Optimized the **Gitlab runner** (agents) into an auto scaler docker-machine EC2 platform. Speeding up CI/CD pipelines for different time zones.
- Built a new storage system based on **MinIO** and AWS EBS for replacing some of the duplicate S3 resources with **deduplication** solutions on the **Btrfs** Linux filesystem. Saved 1TB cloud bandwidth per day.
- Integrated the QA Instances with **ELK + filebeat** Stack to facilitate the Developer's Log inspection.
- Experienced in working within Agile environments, particularly utilizing **Scrum** framework. Proficient in collaborating with cross-functional teams, conducting Scrum ceremonies, and delivering iterative and incremental value to stakeholders.
- Wrote Python Script to Update **AWS VPC Security groups**. Enabling **AzurePowerBI cloud** to connect to our cloud-hosted **PostgreSQL** servers.
- Design **scalable infrastructure** to automate **integration tests** using Terraform, **Collaborating** closely with QA Developers to update the old test cases into a cloud-friendly GitLab pipeline.

**Side Project** (*Personal*) Developed a Twitter Bot detection tool with **88%** accuracy using **Machine Learning** techniques, specifically the **Random Forest Model**, **Python** Django framework, and **Kaggle** DataSet. Utilized **Kafka** for efficient data streaming and processing, enabling the publication of tweet interaction statistics.

### Technical Lead | Chargoon | Tehran

2/2019 - 11/2021

*Chargoon is the market leader in enterprise software solutions in Iran. The company's flagship ERP solution holds the largest market share and serves millions of end-users.*

Achievements:

- Coordinating between Chargoon and Enterprise **Customers technical teams**.
- Fine-tune the customer meeting routines to **optimize time usage**.
- Leading and Tracking **issue resolution and management** for Enterprise Customers.
- Involved in business meetings to **facilitate technical** requirements.
- **Prioritizing, Assigning,** and **Reviewing** tasks assigned to technical teams.
- **Designed** a framework for the Sales team to **visualize customers' feedback and experience**.

*Chargoon is the market leader in enterprise software solutions in Iran. The company's flagship ERP solution holds the largest market share and serves millions of end-users.*

Achievements:

- **Administration:** Led the migration of 100% of existing projects to GIT repo ( TFS to GIT ) in Azure DevOps Server.
- **CI/CD:** Creating tools for making CI/CD **Azure DevOps pipelines** that resulted in a **30% increase** in speed and setting up **Nexus** for **80%** of artifacts.
- **Monitoring: Prometheus and Grafana:** Created multiple dashboards for all ENVs with different data sources, reducing critical errors by **26%** over an **OKR period**.
- **Infrastructure as Code (IaC):** Implement multiple **Terraform** modules for **Helm** configuration in all our ENVs on **PaaS** and private cloud (**Kubernetes** Clusters and **VMware vSphere**).
- **Configuration Management:** Wrote many **Ansible/C#** codes for **Linux/Windows** servers, such as scripts for both **IIS** and **Nginx** in every ENV.
- **Containerization: Kubernetes:** Implement highly available **In-house** multi Kubernetes clusters for all ENVs. Wrote new scripts on many **Dockerfiles** on our private **repositories**.
- **Programming/Scripting:** Wrote **Python** for importing data from **MS-SQL** to Pods and checking security logs from SaaS **PowerShell** for post-build in CI pipelines, saving over **200+ hours** of development time each year.
- Implement and maintain Logging System with **ELK** stack, **Velero** (backup) setup using **Helm** charts.

Chargoon | Tehran

02/2014 - 02/2019

## Senior Technical Support Engineer

Achievements:

- Troubleshooting technical storage problems ( SAN, Local RAID Controller, DAS, NAS ), HyperVisor Layer (such as VMWare and KVM ), network layers such as Firewalls ( MikroTik, Kerio, etc.), WAFs ( FortiWeb, F5-BigIP, ArvanCloud, etc.), operating systems ( Linux, Windows ) and database servers ( MS-SQL, REDIS, etc.)
- Designed and implemented high availability and disaster recovery architectures for various software. Troubleshoot security issues (server hardening, OTP, SSL and VPN, DNS).
- High availability with Microsoft Always On for SQL Servers.
- Web traffic load balancing with KEMP, ARR, NGINX, and DNS.

## EDUCATION

IAU Qazvin Branch | Qazvin, Iran

2014 - 2018

### M.Sc. IT Engineering - Computer Networks

- **Thesis:** Smart Distributed HTTP Load Balancer Based on Web Servers Load by Software Defined Networking (SDN).

## SKILLS

**Development Tools:** Docker, Kubernetes, Gitlab, Hashicorp, Terraform, Azure DevOps Server, Jenkins, Ansible, Prometheus, Grafana, Kibana, CI/CD

**Cloud:** Kubernetes PaaS Hybrid, AWS, Azure Cloud, Familiar with Google Cloud GCP, CloudFlare CDN

**Language:** Bash, Powershell, Python Scripting, PHP, C#

**OS:** Linux , LPIC 2 , LPIC 1 , Windows , MCITP, MacOS

**Network:** Cisco CCNA, MikroTik, ActiveDirectory, Kerio Control, VPN, DNS, DHCP, F5, FortiWeb, SDN, NSX

**DB:** MS-SQL Administration, My-SQL Administration, Percona, REDIS

**Hypervisor Virtualization:** VMware VSphere VCAP, KVM, HyperV

**Soft Skills:** Communication, Decision making, Eagerness to Learn, Multitasking, Working under Pressure

**Other Skills:** ITILv4, Agile, Scrum, Kanban, GIT, TFS, IIS, NGINX, HAProxy, Apache, Kafka, PRTG, YAML, JSON, SNMP, NTP, Office365