

HAGI LERMAN

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TECHNICAL SKILLS

AWS services, Jenkins, GitHub, Python, Terraform, Docker, SignalFx APM, Splunk, Runscope, PagerDuty, Testing Blazemeter, RundDeck, Jira, Confluence, ServiceNow, Django, Twilio, GitLab, DataDog, Ansible, Kubernetes

Linux: BIND, Postfix, Samba, Rsync, Cron jobs, Iptables, BASH scripting, LAMP (Linux, Apache, MySQL, PHP), NIS, KVM Virtual machines -virtmanager, Remote access support, ubuntu server 16.4, 18.4, 20.4

Windows server: 2008,2012, 2016: Active Directory, PowerShell, IIS, RDS, DNS, DHCP, Remote Access, File Server, Hyper-V, DFS Replication

EXPERIENCE

Sr. DevOps Platform Engineer

April 2022 - Current

RBC | Toronto

- Fixed automation for failed CDP DB replication by troubleshooting and identifying root cause, resulting in an 85% decrease in replication errors.
- Increased efficiency by automating the certificate renewal process, resulting in a 75% decrease in renewal time.
- Revamped outdated documentation for team processes, resulting in efficiency and accuracy.
- Created Automation and integrated Cohesity (a backup and restore SaaS) for HDFS, and Hive using APIs and ServiceNow forms - this allowed 158 Hadoop apps to have a backup.
- Migrated upgraded Splunk Enterprise instance for use for reporting.

SysOps Administrator III

Feb 2020 – April 2022

LoyaltyOne | Toronto

- Leveraged Jenkins and Docker to deploy 80 SignalFx dashboards using Terraform reducing deployment time by 90%
- Automated documentation using Jenkins to run Python script with boto3 to query data in AWS and post it in confluence reducing monitoring tasks by 90
- Integrated Amazon CloudWatch to PagerDuty for alerting.
- Monitored applications in prod and certification using PagerDuty, Runscope, CloudWatch and Splunk
- Created, modified, and reviewed runbooks for applications.
- Automated Manual testing for API using bash scripts, reducing test time by 80%
- Worked with AWS CLI for fetching/updating / copying data from AWS accounts.
- Automated API testing with Runscope

Sysops/DevOps Engineer
Coin Change Financial | Toronto

May 2019 – Feb 2020

- Designed and deployed various cloud-based infrastructure using AWS by following the 'Well Architected' Framework
- Setup Monitoring and Alarms using DataDog and CloudWatch to:
 - Avoid Overbilling of Cloud Infrastructure
 - For APM monitoring and overall system health of the application
- Setup Twilio as an IVR (Interactive Voice Response) for support systems
- Assisted Developers in troubleshooting application issues regarding connectivity and API calls. Assisted Developers to deploy various Django-based web applications to the cloud on AWS Fargate and integrate them with various AWS services such as AWS RDS (Postgres)

System and Network Engineer
University of Toronto | Toronto

Jan 2019 – April 2019

- Upgraded and configured enterprise-level equipment - 10GB fibre switches and routers
- Troubleshoot wireless-related problems with Rokus controller.
- Deployed fibre cables and implanted cable management, mapped AP's
- Installed and configured production Citrix Xen servers from barebone state to working VDI.
- Created documentation for the current infrastructure.

System Engineer & Predictive Data Interpreter
My Blue Umbrella | Vaughan

Oct 2017 – March 2018

- Deployed, configured, maintained, and automated backups for 100 + servers using Microsoft Azure cloud Backup Services and Asigra
- Automated patch, deployed, configured, and managed PC's, Servers (Windows and Linux), Switches, and Routers using SolarWinds N-Able
- Managed resources, deployed and configured virtual machines VMWare and Hyper-V
- Led proof of concept for the Internet of Things in the verticals of hospitality & recreation, agriculture, transportation, and logistics
- Installed and configured sensors and wireless gateways
- Managed and troubleshoot networking connectivity issues for edge devices using Cisco Jasper

EDUCATION AND CERTIFICATES

- DevOps certificate, York university 2022
- AWS Solutions Architect, AWS validation number XVRY35KB32F11KC3 2022
- AWS Certified Cloud Practitioner validation number NSXMHW1K3F4E1D33 2019
- Full Stack Web Developer, General Assembly, Toronto 2018
- CISCO Routing and Switching 2017
- Advance Diploma: Computer System Technology, Seneca College, Toronto. 2017
- RHEL6 - Red Hat Enterprise Linux Administrator: IT Ops, John Bryce College 2014