**HAGI LERMAN**

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**TECHNICAL SKILLS**

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| 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**



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| Sr. DevOps Platform Engineer  RBC | Toronto | **April 2022 - Current** |

* 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* Revamped outdated documentation for team processes, resulting in efficiency and accuracy.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.

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| SysOps Administrator III  LoyaltyOne | Toronto | **Feb 2020 – April 2022** |

* 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

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| 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)

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| 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.

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| 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