HAGI LERMAN

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TECHNICAL SKILLS

- AWS services: S3, EC2, EBS, SQS, SNS, Route53, ELB, IAM, VPC, CloudFormation, SES, DynamoDB, Cost Explorer, KMS, Aurora, RDB, ECS, ECR, API Gateway, Inspector, Fargate, Glue, SSO, Organizations, step function
- Azure services: Azure DevOps CI, AD, VNet, NGS, RT, Key Vault, Bastion service, storage and compute.
- SCM/VCS: GIT, GitHub, GitLab
- CI: Jenkins, GitLab
- Scheduling: BlazeMeter, Runscope, RunDeck
- Deploy: Terraform, Ansible, Vagrant
- Artifact: Jfrog Orchestration: Kubernetes, k3s, Helm, ArgoCD
- Monitoring, Alerting, Logging: Splunk, NewRelic, SignalFx, Prometheus, Grafana, Pager Duty Scripting/programming: Bash, Python, Ruby
- Collaboration: Jira, Confluence, ServiceNow
- Data: Snowflake, Apache NiFi, zookeeper, DataBricks, SageMaker
- Linux: BIND, Postfix, Samba, Rsync, Cron jobs, Iptables, LAMP (Linux, Apache, MySQL, PHP), NIS, KVM Virtual machines - virtmanager, Remote access support, Ubuntu, RHEL 6.5, 7, 8, 9
- Windows server: 2008,2012, 2016: Active Directory, PowerShell, IIS, RDS, DNS, DHCP, Remote Access, File Server, Hyper-V, DFS Replication

EXPERIENCE

Sr. SRE Engineer   **April 2024 - Current**
RATESDOTCA | Toronto

- Upgraded Amazon EKS clusters from Kubernetes v1.22 to v1.31, addressing API deprecations and ensuring cluster stability.
- Migrated Cloudflare configurations from manual UI management to Infrastructure as Code (IaC) using Terraform, enabling version control and repeatable deployments.
- Provisioned and managed AWS infrastructure using Terraform to support scalable and automated deployments.
- Maintained and troubleshooted GitLab CI/CD pipelines, ensuring reliable build, test, and deployment workflows.
- Managed AWS Identity and Access Management (IAM) using role-based access via AWS IAM Identity Center for secure and auditable access control.
- Developed, built, and maintained Docker containers to streamline development and testing workflows.
- Led AWS cost optimization initiatives (FinOps), identifying and remediating cost anomalies related to S3, ECR, EC2 right-sizing, and unused Kubernetes nodes to reduce cloud spend.
- Implemented Datadog monitoring for load testing on Apache, MariaDB, and RDS. Created alerts integrated with PagerDuty using Terraform for real-time incident response.
- Designed and reviewed architecture diagrams and operational runbooks to improve system reliability and onboarding documentation.
- Configured Azure DevOps CI pipelines to deploy infrastructure via Terraform, aligning with Microsoft Cloud Adoption Framework.
- Developed reusable Terraform modules for Azure services, including VNet, NSG, RT, Key Vault, Bastion service, and Network Interfaces, storage
- Integrated security scanning tools (SAST, DAST) into GitLab CI/CD pipelines to automate vulnerability detection, and remediated identified issues by updating base container images, patching libraries, and resolving insecure dependencies.

Sr. DevOps Platform Engineer   **April 2022 – December 2023**
RBC | Toronto

- Fixed automation for failed CDP DB replication by troubleshooting and identifying the 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 API (a backup and restore SaaS) with Python for HDFS and Hive to integrate with ServiceNow forms - this allowed 158 Hadoop apps to have a backup.
- Migrated our department's Splunk Enterprise from physical to VM and upgraded it to its latest version.
- Work tools: OpenShift, Docker, Jenkins, Python, Bash, RHEL 7,8,9, Splunk, Grafana, Prometheus, Rundeck, Ansible

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

- Automated deployment of 80+ SignalFx dashboards using Jenkins, Docker, and Terraform, reducing deployment time by 90%. Defined and implemented SLIs and SLOs to enhance observability and performance monitoring.
- Automated documentation using Jenkins to run a Python script with boto3 to query data in AWS and post it in Confluence, reducing monitoring tasks by 90%
- Integrated Amazon CloudWatch with 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%
- S3 object management using AWS CLI for fetching/updating/copying data between AWS accounts.
- Automated API testing with Runscope
- Snowflake:
    o Managed access control and implemented role-based access control (RBAC) policies.
    o Onboarded and offboarded users in alignment with security and compliance standards.
    o Configured databases, schemas, and user roles to support data governance and operational needs.
- Databricks:
    o Administered compute infrastructure and job configurations to support analytics and data engineering workloads.
    o Optimized Databricks job execution through resource tuning, execution role management, and library integrations.
    o Supported change management by automating job deployment and monitoring performance for reliability and efficiency

Sysops/DevOps Engineer	May 2019 – Feb 2020
Coin Change Financial | Toronto	

- Designed and deployed various cloud-based infrastructures using AWS by following the 'Well-Architected' Framework
- Set up Monitoring and Alarms using Datadog and CloudWatch to:
- ○ Avoid Overbilling of Cloud Infrastructure
- ○ For APM monitoring and overall system health of the application
- Set up Twilio as an IVR (Interactive Voice Response) for support systems
- Assisted Developers in troubleshooting application issues regarding connectivity and API calls.
- Assisted Developers in deploying various Django-based web applications to the cloud on AWS Faregate and integrating them with different AWS services, such as AWS RDS (Postgres)
- Implemented Infrastructure as Code (IaC) using GitLab CI/CD pipelines and Terraform.

System and Network Engineer	Jan 2019 – April 2019
University of Toronto | Toronto	

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

System Engineer & Predictive Data Interpreter	Oct 2017 – March 2018
My Blue Umbrella | Vaughan	

- 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

IT System Administrator	**Oct 2016 – Sep 2017**
Cox Automotive | Mississauga	

- Set up and maintained accounts within Active Directory.
- Configured and deployed VOIP phones.
- Addressed hardware and software-related problems and questions.
- Maintained up-to-date images and patches for desktops and laptops via WDS SCCM.
- Troubleshoot remote connection issues.
- Assisted with all IT-related projects.
- Provided reporting of troubleshooting activities within the ticketing system.
- Installed Hypervisor and configured virtual machines on production servers using (VMWare ESXi -6.5, vSphere).
- Diagnosed system hardware and software problems using advanced root-cause analysis.
- Upgraded and expanded network systems and their components using Cisco collaboration switches and routers.
- Kept up to date on new developments in computer and network vulnerabilities, data hiding, and encryption.

System Administrator – Windows / Linux	**Jan 2015 – Jun 2015**
Seetech Solutions (MSP) |	

- Administered and supported 700 user clients using Windows Server 2008 R2 and 2012 R2-Active Directory, OU GPO, Exchange, and Office 365.
- Deployed and installed infrastructure for servers: building racks, installing patch panels, and applying cable management solutions.

- Remotely managed and administered sites using RDP, TeamViewer, ShowMyPC, VNC, FortiClient VPN, and Checkpoint VPN.
- Deployed and applied backups to servers and machines using Shadow Copies and 3rd party Software backup solutions: Symantec Backup Exec, Acronis Backup, Replication, Ctera Server Backup, Ctera Endpoint, QNAP, IBM NAS.
- Applied images via Windows Deployment Services, Norton Ghost, Clonezilla, and Acronis Universal.
- Managed and administered virtual server environments using ESXi, VSphere, Hyper V, VMWare.
- Defined security requirements for computer systems, including mainframes, workstations, and personal computers.
- Completed remote repairs involving software solutions and hardware repairs.

IT System and network Administrator	**Dec 2012 – Dec 2014**
Shiran Communication LTD(MSP)	

- Responsible for managing all networks and computers for the Givat Shemuel Municipality School System, covering over 800 computers and thousands of users.
- Site Manager for several additional customers using multiple network configurations and technologies.
- Special project: Deploying and installing LAN infrastructure: CAT 6, 7, RJ-45, RJ-59, Patch panels, switches, APs, Security cameras.
- Work environments: Win 7, 8, 8.1, 2008 R2/2012 R2: Exchange, AD, Acronis, Clonezilla, Ctera

IT Help Desk Manager	**May 2011 – Jan 2012**
Anyoption	

- Managed and maintained computers and solved technical problems.
- Responsible for hardware purchasing using knowledge and experience of business procurement.
- Established a catalogue-aiding infrastructure that assists in managing licensing and passwords.
- Managed and maintained blog infrastructure built on WordPress for SEO

**Application Support	Field Technician**	**Feb 2010 – May 2011**
Roseman Engineering	

- Configured and installed RFC 2500 /2500, a mobile gas pump controller for remote operations.
- Monitored and solved problems related to fuel controller systems.
- Installed and configured POS (Point of Sale) in gas stations.
- Installed and configured servers on remote site locations.
- Provided support for software and hardware issues, including wireless fuel systems and vehicle feet controller.
- Worked with various remote-access programs such as TeamViewer, VNC, NetOps, RDP, and LogMeIn

Technical Support (ISP)	**Mar 2008 – Nov 2009**
012. Golden Lines	

- Supported and configured VPN dialers, routers, VOIP phones, and Email clients.
- Provided support to international customers.
- Troubleshoot connectivity issues from the ISP to the client
- Work environments: Windows XP/Vista/Mac OS, CRM, Windows NT

EDUCATION AND CERTIFICATES

- Kubernetes and Cloud Native Associate, The Linux Foundation   2024
- HashiCorp Terraform associate (03)   2023
- 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
- Advanced Diploma: Computer System Technology, Seneca College, Toronto.   2017
- RHEL6 - Red Hat Enterprise Linux Administrator: IT Ops, John Bryce College   2014