

HO NGOC LONG

DEVOPS ENGINEER

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Dedicated and skilled DevOps Engineer with 2 years of experience in designing, implementing, and maintaining CI/CD pipelines, infrastructure automation, and cloud solutions. Adept at collaborating with cross-functional teams to streamline development processes, enhance system reliability, and optimize performance. Proven ability to implement best practices in security, monitoring, and scalability.

SKILLS

* Jenkins, Gitlab
CI/CID

* Docker, Docker
Compose

* Kubernetes

* Terraform with
AWS

* AWS: EC2, ECS, S3, VPC,
IAM, Router 53, AWS

Cognito, API gateway,
Lambda, CloudFront.

* Azure: Resource Group,
Web App, Web Server Farm

* PowerShell, Shell,
Groovy, Python.

* Zabbix, DataDog,
Grafana,
Prometheus

* MSSQL,
MongoDB, Oracle

Database,
PostgreSQL.

* Jira, Service
Now.

EXPERIENCE

❖ Accenture Monitoring Devops

JUN 2024 - OCT 2024

Project Description:

The monitoring team is responsible for deploying, managing, debugging, and monitoring systems according to customer requirements. Using tools such as ServiceNow, Zabbix, Datadog, and CI/CD pipelines (GitLab CI/CD).

Main Responsibilities:

- Manage customer requests in ServiceNow: Handle deployments, modifications, and decommissioning of systems based on customer requests, ensuring seamless execution and complete monitoring of the change management process.
- Collect metrics and set up alerts with Python and Zabbix: Developed Python scripts to extract metrics from monitored objects and send this data to Zabbix for performance tracking and alert configuration, enabling proactive monitoring.
- Build and automate Datadog monitoring deployment: Created Terraform modules to configure Datadog monitors based on specific queries. Automated the deployment process using GitLab CI/CD, ensuring consistency and quick updates for monitoring configurations.
- Integrate custom metrics from Alibaba Cloud to Datadog: Utilized Python to retrieve custom metrics from Alibaba Cloud and send them to Datadog via AWS Lambda, delivering detailed and real-time monitoring data to support complex client needs.
- Monthly maintenance and patching of Zabbix server: Carried out regular monthly patching and updates to keep the Zabbix server stable and optimized.
- Automated synchronization of event statuses on ServiceNow by developing a Python script to call the ServiceNow API and update "up" and "down" statuses based on the Zabbix database. This automation ensures real-time, accurate monitoring information on ServiceNow's CMDB, keeping management informed with precise system status updates.

❖ DXC Technology

AUG 2022 - JUN 2024

DevOps Engineer

Key Achievements:

- Infrastructure Management: Designed and managed AWS and on-premises infrastructure, achieving 99% uptime for reliable, consistent availability.
- CI/CD Automation: Led CI/CD automation, convincing leadership to implement auto-deployment for dev, reducing code deployment time by 50% and boosting update frequency.
- Cost Optimization: Reduced AWS costs by 40% and cut database backup time by 80%, enhancing cost efficiency and operational speed.
- Serverless Automation: Leveraged AWS Lambda and other serverless tools to reduce operational costs and increase scalability.
- Terraform Modules: Developed Terraform modules for AWS Fargate, incorporating Fargate Spot instances to minimize costs for non-critical tasks.
- Secure File Transfer: Automated secure SFTP file transfers with Python and GPG encryption on AWS Lambda, ensuring data security compliance.
- Testing Automation: Integrated Jenkins with testing tools, collaborating with QA to streamline testing and expedite the development cycle.

2. PNBLife (Allianz Philippine)

May 2023 - JUN 2024

Project description:

Assure Platform for Allianz (Philippine) implementing Integral suite with Integral Life PAS

Main responsibility:

- Implemented and managed microservices architecture system using AWS ECS, optimizing scalability and deployment of over 30 service per environment.
- Applied monitoring and alerting solutions for entire system with Prometheus & Grafana Engineered serverless automation using AWS Lambda and SNS, streamlining workflows, reducing operational costs, and improving scalability.
- Use Terraform to deploy infrastructure as code (IaC) to environments on AWS.
- Automate infrastructure deployment via CI/CD pipeline combined with Jenkins.
- Reduce AWS infrastructure costs by 40% by adopting Fargate Spot in DEV and UAT environments.

2. AIA Project:

July 2022 - Oct 2023

Project Description:

Participate in project maintenance and support for AIA Group Ltd (Sydney), a life insurance group that offers life, health, accident, critical illness, and income protection insurance, as well as savings and investment plans.

Main Responsibilities:

- Support the development team in troubleshooting, investigating, and fixing issues across multiple environments (DEV, UAT, PREPROD, PROD).
- Support for production hotfixes.
- Set up, operate, and maintain project environments in AWS Cloud, leveraging Terraform to configure and optimize new components.

3. Workbench Tool, Office Booking Tool, Devops Xplatform

Aug 2022 - Dec 2022

This is a project following the Agile model (Scrum) implemented according to the static web model using cloudfront. Used for human resource management for the company, and provides a parking and office registration platform for employees.

EDUCATION & CERTIFICATION

University of Information Technology - UIT (2018-2023)

Computer Network And Data Communication Industry - GPA 7.17/10

Certificates

AWS Partner: Technical Accredited (05/2024)

Certified ETL Tester (05/2024)
