

Cloud, Platform & Reliability Engineering Consultant – IaC, Kubernetes & CI/CD Automation

Profile	Results-driven engineer with proven experience in cloud infrastructure, platform automation and service reliability. Adept at optimizing systems for scalability and resilience while fostering strong collaboration, communication and cross-team alignment.
Skills	Azure AWS Azure DevOps GitLab Jenkins Docker Kubernetes Helm ArgoCD Microsoft 365 Power Platform Red Hat Linux Bash Python PowerShell Terraform Vault Ansible Traefik Prometheus Grafana VMware Proxmox Agile ITIL
Certifications	CKA, CKAD, Microsoft DevOps Engineer Expert, LFCS, Microsoft Azure Solutions Architect Expert, M365 Teams Administrator Associate, LFCS, CCNA R&S

Professional Experience

Cloud, Platform & Reliability Engineering Consultant (self-employed) IB Coding	Jan 2022 – Present
<ul style="list-style-type: none">Designed & implemented secure, scalable CI/CD pipelines using Azure DevOps, GitLab, Jenkins, improving delivery efficiencyDelivered infrastructure automation with Ansible and Terraform, reducing manual operations by 70%, standardizing deploymentsDeployed and maintained Kubernetes clusters (AKS & on-prem), guiding teams through monolith-to-microservices migrationsEnhanced system reliability and observability using Prometheus, Grafana and alerting strategies, cutting incident resolution timesAchieved cost optimization by right-sizing workloads and enabling auto-scaling policies, reducing cloud expenses by up to 25%Specialized in secure, air-gapped environments for public institutions, ensuring compliance with strict security standardsKey technologies: Azure, Azure DevOps, GitLab, Jenkins, Jira, Confluence, Kubernetes (AKS), Terraform, Ansible, Grafana	
Office Communications DevOps Engineer Nationale Nederlanden	July 2020 – December 2021
<ul style="list-style-type: none">Implemented & secured Skype for Business & Microsoft Teams voice infrastructure (AudioCodes, Direct Routing) in AzureLed the migration of multiple business units from Skype for Business to Microsoft Teams with zero user disruptionDeveloped automated migration workflows using Ansible and Terraform, ensuring repeatable, error-free deploymentsBuilt and maintained Power BI dashboards & Power Automate workflows to automate billing and usage reportingTech Stack: M365, Power BI, Ansible, Terraform, Azure, Azure DevOps, Windows Server, AudioCodes OVOC, ARM	
Modern Workplace Support Escalation Engineer Microsoft	January 2020 – July 2020
<ul style="list-style-type: none">Provided in-depth support for large and very large environments concerning M365 productsAdvised customers how to leverage M365 solutions to enhance collaboration, security and productivityCreated test environments from scratch to reproduce reported issues and find a suitable solution to fix themProvided solutions for administration, design, migration, integration or deployment issues related to Skype for Business, Lync, SharePoint, Exchange on a variety of clients, platforms and deployments in cloud, hybrid and on-prem architecturesAssisted with third-party solution integration	
Modern Workplace Support Engineer Microsoft	November 2017 – December 2019
<ul style="list-style-type: none">Provided premium support for large and very large environments in accordance to SLACollaborated with third parties depending on the issue / integration (AudioCodes, Sonus, Cisco, Citrix, Polycom etc)Tech Stack: M365, Windows Server 2016, Active Directory, VMware, Hyper-V, Azure, SfB, SharePoint, Exchange	
Unified Communications Specialist IBM	November 2015 – October 2017
<ul style="list-style-type: none">24/7 shifts for 120 customer locations worldwide, 20k+ telephony users, 6k+ presence usersAdministered & troubleshoot CUCM, CUP, CUC, TMS, VCS, video & audio endpoints, WebEx, Jabber, Linux serversVMware vSphere, EXSi, vCenter, Nagios administrationContributed with internal documentation, various projects to improve staff efficiency	

Unified Communications Engineer | Huawei**November 2014 – October 2015**

- Day shifts & weekly on-call
- Troubleshooted issues sent to the GTAC according to the agreed SLA
- Unified communications support: VC endpoints, MCU, codecs, IP phones, PBX systems
- H.323 stack troubleshooting & trace interpretation, SIP troubleshooting
- Videoconferencing equipment troubleshooting: endpoints (TEx0 series, soft phones), SMC (1.0, 2.0), MCU (8000 series, 9000 series), codecs (7000 series), room presence & TelePresence systems
- Equipment license provisioning
- Handled escalated tickets from other technical centers around the world
- Tech Stack: Windows Server 2012, Linux (RHEL), SIP, H.323

NOC Technician | IRISTEL**November 2012 – October 2014**

- Ensured service availability & monitoring, collaborated with partners to handle any technical issues concerning service
- Performed regular Windows & Linux server patching & any needed remediation to restore service
- Rolled out new services in VMware environment as needed
- Administered & troubleshot Active Directory (new user provisioning, user updates, password resets)
- Tech Stack: Windows Server 2008 & 2012, Linux (Ubuntu, CentOS, RHEL), Active Directory, VMware vSphere, vCenter, ESXi

Education

Sociology

2009 - 2012