Aleks Dushaj

DevOps Engineer

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adushaj

Technical Skills

Programming

HTML • CSS • JavaScript

SQL • PHP • NodeJS • Git

Powershell • Bash

Software

MS Office • VS Code • Xcode

Active Directory • LDAP

AWS • VMware • Azure

Salesforce • Zendesk • JIRA

Ansible • Jenkins • Chef

Operating Systems

Windows 7 & 10 • Server 2016

MacOS • Ubuntu • CentOS

Education

BSc., Information Technology (GPA: 3.4)
Specialization: System Administration
Oakland University
2016 - 2018 | Rochester, MI

Experience

Jan 2019 - Present — **DevOps Engineer** — Ford Motor Company

- Conduct FMEA testing on next-gen datacenter leaf layer switches
- Developed internal web portal for inventory tracking and project management
- Migrated virtual TFTP servers to physical infrastructure while automating the backup and compression of network configs
- Audit and procure access to Splunk
- Implement change controls to F5 load balancers, primarily the copy of SSH keys
- Completed failover conversion of primary Syslog host to secondary node

May 2018 - Dec 2018 — **Implementation Specialist** — 365 Retail Markets

- Provide client support and technical issue resolution via email or phone for pre-live locations
- Diligently manage client cases within Salesforce/Zendesk and communicate any perceived delays to management upon identification
- Configure Cisco Meraki cloud-managed routers
- Configure self-service kiosks in accordance to customer's order
- RMA processing, preparing shipments for new parts, following up and processing return items, and coordinating billing

Aug 2016 - April 2018 — **Student Helpdesk Technician** — Oakland University

- Install hardware, software and device drivers on standalone PCs
- Test computers peripherals, hardware and software to ensure that they are working appropriately
- Acted as a technical resource for user's computer problems by phone, email and in person
- Analyze and troubleshoot network authentication issues
- Maintain documentation of technical maintenance procedures and general help documents

May 2017 - Aug 2017 — **IT Intern - Stryker Sustainment** — General Dynamics Land Systems

- Responsible for creating 53 procedures documenting routine duties in inventory/demand forecasting
- Configured web-hosted forecasting tool to utilize single-sign on through Active Directory
- Participated in early proof of concept negotiations in robotic process automation
- Briefed executive leadership on summer internship deliverables
- Configured Automation Anywhere test environment with credential vault and developed proof of concept demo

Feb 2016 - Aug 2016 — **System Operations Intern** — MSGCU

- Administer the daily/monthly/annual operation schedules for the core mainframe and interfaces including imaging technology
- Provide system and interface support to departments ensuring problems are solved without significant interruption to services
- Lead Symitar patch code review, testing, and documentation
- Ensure the off-site storage of credit union data
- Oversee the Episys patch and release information process to business partners

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Projects & Extracurricular

Jan 2018 - Apr 2018

Developer - Front & Back-End Systems Oakland University
Tech2Check - Technology Rental Service

- Online service used to provide college students with a web-based application as a convenient tool in their search for the appropriate equipment needed for any project or assignment
- Created with Bootstrap for a modern and responsive design along with AJAX/JQuery, allowing the webpage to manipulate content without having to refresh the browser
- Server-side scripting is designed in PHP and MySQL to allow encrypted transmission of personal user information, including password hashing

Feb 2019 - Present

Homelab Ann Arbor, MI

- Home sandbox environment designed to educate myself in enterprise technologies, manage and monitor LAN clients, and provide entertainment services to family and friends
- Network Hardware: Netgear R6700 serving as wireless access point and DHCP server, Ethernet clients are connected to UniFi US-8 Switch
- Specs: AMD Ryzen 5 1600 6core/12thread CPU, 16 GB DDR4 RAM, 1x240gb SSD, 2x4TB HHD
- Host OS: Proxmox
- Services/Roles: Plex, UniFi Controller, Ansible, PiHole, DiscordJS Bot, Splunk, NAS