Nemanja Djuric
SRE Engineer

PROFILE

Tech-savvy professional with 15+ years' experience empowering fast-paced and highly-regulated IT environments by crafting solution development roadmaps, delivering robust support, and administering complex systems.

Successful track record of taking direct ownership of full-fledged IT infrastructures and developing robust strategies encompassing software development, IT operations, and DevOps. Highly analytical in leveraging technical expertise and incorporating software engineering practices to create highly reliable, efficient, and scalable systems. Proven background in delivering project management services, providing technical support, and offering customer services. Proficient in identifying deficient areas, troubleshooting escalated problems, and deploying innovative solutions to enhance service deliverables. Adroit in building rapport with peers and senior management as well as cultivating relationships with clients.

CONTACT

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CERTIFICATES

Certified Kubernetes Administrator

LANGUAGES

Serbian (Advanced)
English (Advanced)
German (Basic)
French (Basic)

CAREER EXPERIENCE

Webscale Networks
Santa Clara, CA

(acquired MageMojo **Pittsburgh, PA** Dec 2021)

SME Engineer 2022–Present

Provide expert guidance and advice to colleagues and management. Collaborate with cross-functional teams to solve complex problems in the Stratus environment and implement new initiatives. Maintain PHP images, troubleshoot and correct system wide issues or bugs, assist with PCI compliance & maintain network diagrams

Director of Tier2 SRE Team 2020-2022

Direct high-calibre team of 6 SRE professionals and deliver effective services pertinent to provisioning of servers and assisting clients in conducting seamless migrations. Troubleshoot escalated problems related to Magneto e-commerce stores. Evaluate system activities and configuration aimed at resolving performance issues. Determine resolution for malware/compromised sites as well as install and configure load balancers including Nginx and HA Proxy.

System Administrator, Night Team Lead 2018-2020

System Administrator 2016-2018

Joined MageMojo in 2016 and delivered services as regular System Admin for two years before promoting to Night shift team lead in 2018. Offered compelling services and successfully earned promotion as Director of SRE Tier 2 team in 2020.

A Small Orange
Austin, TX

Level 2 Support Technician 2014-2016

Provided services as a key member of Tier 2 technical support team covering numerous brands including A Small Orange, HostNine, Citrex, SEO Hosting, SEO Web Hosting as well as Arvixe (member of Endurance International Group). Provided robust support in exploiting tech tasks including conducing SPAM investigations, examining violations of acceptable usage policy, notifying customers, and ensuring compliance with set guidelines.

Leveraged and operated wide range of tools, platforms, and technologies mentioned below.

cPanel, WHM, WHMCS, Kayako, LiveChat, Apache, ModSecurity, Nginx, Passenger, SSL Certificates, PHP, EasyApache, MySQL, MariaDB, phpMyAdmin, MyDNS, BIND, CloudFlare, Nagios, Munin, Exim, Dovecot, SpamAssassin, MailChannels, R1Soft, CodeGuard, SSH, Cron, cPanel migrations, FTP, APF, CSF, WordPress, Softaculous, Weebly, SiteLock, OnApp, Virtuozzo and various script debugging and troubleshooting

Member - Magento Community Engineer Team, Visit GitHub Link

Gitpod Community Forum - Published work as default PHP solution as a quality example repository, Visit Gitpod Link

Performed patches and fixes – Personal GitHub Page: https://github.com/nemke82

Wrote documentation pages - Personal Website https://nemanja.io/

EDUCATION

Graduate, Economist
University of Novi Sad Economic Academy, Managers of Small and Medium Enterprises - Novi Sad, Serbia

Bachelor's in Economics
University of Novi Sad Trade & International Business - Novi Sad, Serbia

Diploma, Computer Engineering
First May Mechanical School - Belgrade, Serbia

Diploma, Diplomatic Negotiations
Nova International High School, Skopje, Macedonia

Prodavnica.biz
ProdHosting Internet Services
Belgrade

IT Linux/Windows Administrator 2012 – 2014
Level 2 Administrator 2012 – 2014

Offered compelling support to clients in hosting technical and billing inquiries through live chat support, phone calls, and tickets. Delivered technical assistance pertinent to multi-tenant and single-tenant CentOS servers with front-end management systems including cPanel, Plesk, and Virtuozzo / OpenVZ systems. Determined and supported issues regarding domain registration and transfers, DNS configuration, billing inquiries, general cPanel / LAMP troubleshooting, in addition to email (EXIM, Dovecot). Communicated articulately with customers to notify about service outages and interruptions. Utilised Bash and MySQL CLI during troubleshooting. Examined system activities and performed configuration by maintaining through understanding of Linux web servers in order to resolve performance issues.

Key Contributions:
- Guided peers and colleagues as a system administrator in dealing with complicated situations that required root access or higher level of technical expertise.

- Served as focal point of contact for technical problems as well as undertook direct ownership of chats in attempts to de-escalate dissatisfied clients.

- Assisted clients with front-end installations, coding, design, and development concerns, successfully meeting and exceeding defined scope of work.

- Contributed expertise to ensure optimum functionalities for PHP-based content management systems, including but not limited to WordPress, Joomla, Magento, WHMCS, Prestashop, ZenCart, vBulletin, and OpenCart.

SKILLS

Networking:	TCP/IP, IPX/SPX, Ethernet, Frame Relay, X25, ISDN, Wireless (sve), environment, VPN (PPTP, Ipsec), NAT Routing, SNMP, POP3, SMTP, HTTP, FTP, SSH Webcache (Squid, Proxy), Apache, WebHosting
Tools:	Linux (Centos, Redhat, Fedora, Debian, UNIX), MS Windows (systems and local desktop), HP-UX, RDBMS, Oracle, mySQL, Scripting, C (ANSI), Perl (basic knowledge), Java, SQL, HTML
Hardware:	X86 Servers and Workstations (Dell, IBM, HP/Compaq), Router various versions, Switches.
DevOps/Service Performance:	Docker/LXC containers, Wazuh, Filebeat, Logstash, ELK stack, Apache Hadoop, Cloudera Hadoop, Elastalert, Various Web Servers (Nginx, Apache, Litespeed. Kubernetes Administrator, Xen/KVM/Qemu Administrator.
Programming:	Languages Shell Script, Perl, Java & Python Deployment tools (Ansible, Jenkins, Chef/Puppet, Salt)
Databases:	Oracle, MySQL, MongoDB, Cassandra, Sybase, DB2, Postgresql, MS SQL, OSQuery, BigQuery, Elasticsearch, Hbase, Hive, Redis.
Cloud:	AWS, Azure, GCP, Scaleway, Digital Ocean