

Zhihong Shi

DevOps Engineer

Seasoned Linux System Administrator with over 5+ years of experience in managing and optimizing Linux-based infrastructures. Seeking a challenging role as a DevOps Engineer where I can leverage my expertise in linux system, and cloud services, to contribute to a dynamic team in a fast-paced environment. Dedicated to implementing robust and efficient systems, improving operational efficiency.

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WORK EXPERIENCE

IT Technician

KZ Kitchen Cabinet & Stone, Inc.

08/2021 - 06/2024

San Jose, California

Achievements

- **Building Internal Service(Solo project):** 1. FullStack for developing and maintain the **IT Ticket System** using **Django DRF, React, MySQL**(More details in personal project -- WorkPortal System). 2. Develop and deploy the **notification service** via python **flask framework**. 3. Building the internal wiki service via **Material for MkDocs**.
- **Infrastructure Management:** 1. Using **Ansible** initial the bare-metal server to build proxmox cluster and manage the VMs. 2. Build the kubernetes cluster via **kubeadm**. 3. Build the Image Registry via **Harbor**. 4. Build the **GitLab** server and **GitLab runner** for source code management and CI/CD.
- **Automation:** 1. Designed workflows and implemented **GitLab CI/CD pipelines** for deploy internal application to **kubernetes** cluster, reducing deployment time by 40%. The pipeline function include: code compile, build docker image, push image to harbor, update deployments using new image via **ArgoCD**. 2. Create a crontab job for backup the database, and upload the backup files to NAS storage.
- **Network Design and Maintenance:** **Plan** and **design** network infrastructure to support the company's operational needs, including layout, configuration of switch, routers, and access points. **Install** and **configure** all the devices, ensuring secure and reliable connectivity. Monitor network performance via **Zabbix**, troubleshooting issues.
- **Help Desk:** 1. **End-user device management**, work closely with fleet management tools(ABM, Jamf, Jumpcloud), maintain the devices including desktops, laptops, and mobile devices. 2. **Ticketing Management**, create and manage tickets for reported issue, offer technical support for end-user. 3. **Login & Permission Management:** Integrate the **SSO** with Gsuit, netSuite, 8x8 via **Jumpcloud** platform.

Senior Site Reliability Engineer

NetEase Games

04/2020 - 04/2021

Guangzhou, China

Achievements

- **Automation and Scripting:** Provide technical support for production environment with gaming projects. 1. **Evaluating resources** by demand base on stress testing result; 2. **Integrate new projects** to internal SRE systems; 3. Build tools(using **python & shell scripts**) to reduce time of bi-weekly maintenance; 4. **Planning auto scale** to offer best performance during the peak and save costs on lower peak.
- **Experience and knowledge with troubleshooting and performance tuning**, such as, find out big key problem, rebalance key problem with **Redis**; tackle the deadlock problem, enhance SQL statements with MySQL. Familiar with **high availability architecture** with MySQL Replication, Redis cluster and MongoDB Replication.
- **Basic of Containerization**, combine gitlab with docker to build images and run containers automatically in development environment for improving productivity. Entry-level usage with kubernetes in internal environment.

Site Reliability Engineer

BAIOO Family

05/2017 - 03/2020

Guangzhou, China

Achievements

- **Cloud Migration:** Managed the migration of on-premises applications and services from traditional datacenter to Aliyun, Qcloud cloud platform. Successfully migrated 200+ servers to cloud, resulting in **35% reduction** in operational costs.
- **Implementation of Monitoring Solutions:** Deployed Zabbix for network and server monitoring, resulting in **30% decrease** in downtime. Configured alerts and automated reports, enhancing the IT team's ability to address potential issues proactively.

SKILLS

Operating system - Linux, Windows, Mac

Containerization - Docker, Kubernetes

Database - MySQL, MongoDB, Redis

Networking - SSH, DNS, DHCP, FTP, SAMBA

Automation - Ansible

CI/CD - GitLab, Jenkins

Cloud - AWS, GCP, OracleCloud

Coding - Python, Django, Shell

Teamwork

Problem solving

Time management

PERSONAL PROJECTS

WildSRE Wiki (10/2022 - Present)

- **WildSRE Wiki** built by a open source application -- **wikisj**, and hosted on **OracleCloud** by myself.
- **Main Purpose:** To record some learning notes, and some real-world experience.
- **Domain name:** <https://wiki.wildsre.com/>.

WorkPortal System (11/2023 - Present)

- **WorkPortal** is a all-in-one system offer solutions for **HR, IT, Project** management.
- **Main Feature:** Employee, Department, Location, Schedule, Timeoff, Clocking management for HR, Ticket system for IT. Login, permission, dynamic menu, logs, etc.
- **Architecture:** **Back-end** is base on **django DRF framework**, **Front-end** is base on **React**, **Database** is using **MySQL**, Cache is using **Redis**.
- **Domain name:** <https://work-portal.wildsre.com/>.

EDUCATION

Degree: Bachelor's (09/2010 - 06/2014)

Major: Network Engineering

University: Guangzhou University