**Marek Knappe**

**Devops / Manager / Lead / Architect**

Telephone: +61 468461985 marek.knappe@gmail.com Location: Brisbane, QLD

**Professional Summary**

Technology executive with 13 years of experience in Information Technology, from managing remote teams and leveraging DevOps tools to providing technical direction from a management perspective. Adjusts meeting agendas and expectations to match the technical aptitude of key stakeholders. Builds strategy and provides leadership based on the use of infrastructure technologies, key applications, and cloud migrations. Possess the technical expertise to be hands-on if needed and the overarching strategic insights to drive high-performing technical teams. Worked with various cloud and on-perm solutions in most modern technologies.

**Skills Profile**

AWS | ITIL | Kubernetes | Cross-Functional Collaboration | New Technology Adoption & Integration | Managing Remote Teams | Program Management | Change Management | Data Governance | GDPR Data Preparation | Agile Methodologies | Client & Customer Focus | Legacy System & Cloud Migration | Technical Direction | Cold Fusion | Golang | PHP | Python | Java | DevOps Tools | Docker

**Experience**

**Concentrix Catalyst**

Cloud Platform Lead Jan 2022-present

* Hands-on work on various projects for external customers requiring   
  AWS Architect / DevOps / DevSecOps skills
* Manage remote teams
* Make sure change management is in place for changes and that proper communication is in place
* Preparing projects to be hand-over ready to the operation team
* Ensuring infrastructure, which is going to be handed over to the customer, is well-architected and supportable
* Engage in strategic and tactical product planning
* Working closely with project teams to make sure we are following global standards across all teams
* Architectural designs for various products, including AWS/Azure/K8s infrastructure
* Designing full CI/CD process for various projects and clients
* Overseeing the process of transformation of any manually created part of the infrastructure to Infrastructure as Code

**Perceptyx**

Systems Architect/DevOps May 2016-Jan 2022

* Analyse data governance and compliance, including getting data to be GDPR ready.
* Create a new Kubernetes cluster, define and execute the process of moving old database to new one
* Day-to-day platform support, which includes a collocated server in the data center, AWS infrastructure and a new Kubernetes cluster
* Work on an eight-person team and with numerous APIs and integrate Jira and ServiceNow for a single dashboard.
* Lead change management process and ITIL problem management.
* Work for various clients on setting up infrastructure, moving infrastructure from on premise to cloud and CI/CD systems.
* Day to day DevOps hands-on operation

**ECConnect**

CTO / System Architect / UNIX Team Leader / DevOps September 2012-May 2016

ECConnect is a leading provider of all-in-one provisioning, billing and client management solutions for Optus Wholesale Service providers. The company has become a service management provider for telecommunication companies worth up to ~ 400mln.

* Managed a nine-person service management team and 11 contractors to drive strategic direction, budget preparation, vendor relationships, planning and operation for customer IT systems.
* Identified proactive talent that wants to be involved in leveraging new technologies to advance strategic needs.
* Introduced ITIL methodology to service support team and Agile/Scrum to software engineering team
* Grew team from one one system administrator to nine system administrators located in two different time zones providing 24/7/365 support.
* Implement agile methodologies that are tailored to service management.
* Worked with developers team to implement Agile/scrum framework
* Migrated customer from current hardware to AWS Cloud for five large migrations with between 50-200 end users.
* Collaborated cross-functionally and implemented a 360 degree survey to gather diverse feedback from team members and improve transparency and performance.
* Build automations for ticketing systems and encourage automation from employees across vendor providers.

**IBM GSDC Poland**

UNIX Team Leader/ Senior UNIX Administrator January 2011-September 2012

**Jel-Car sp. z o.o.**

IT Manager / Senior DevOps February 2009-January 2011

**Qubus HotelManagement**

Network, security specialist & Windows 2003 Server administrator, June 2007-July 2009

**Jeleniaplast**

Novell, Linux and Windows 2000 administrator June 2004-May 2006

**Tools & Expertise**

PCI compliant environments, cloud computing (AWS, Azure, Rackspace), blades, storages, switches and routers through different OS (AIX, Linux, windows), Databases (MySQL, noSQL, MariaDB, DB Clusters, PostgreSQL),), PCI DSS, agile/SCRUM and ITIL procedures, Windows Server, Relational databases: MySQL, MySQL NDB Cluster: Galera: PostgreSQL: MSSQL: \*UNIX RHEL/CentOS/Amazon Lin: Debian/Ubuntiu: AIX: NoSQL DB MangoDB:Cassandra: DynamoDB: ElasticSearch: Virtualization ESXi/ESX/vCenter: PowerVM: XEN: Docker: Openstack: CI/CD TeamCity: RunDeck: Jenkins: Bamboo: Cloud environments AWS: Rackspace: SoftLayer: Clusters HACMP: Keepalive: Linux Cluster: Oracle Cluster: SAN IBM DS\*: IBM SVC: IBM XIV: Dell: EMC: Queueing RabbitMQ: Amazon SQS: Networking Cisco switches: Cisco routers: Juniper: Programming PHP: Bash: Perl: Ruby: People management Configuration management Chef: Puppet: Ansible: Salt: Other / non-technical ITIL: Agile (scrum): PCI DSS: LEAN/GDF/KEIZEN: Web servers NGINX Apache: Tomcat

**Hobby**

Sailing, 4WD, flying, salsa dancing, photography, DYI, woodworking