

## GUIDO MARIA SERRA

whitehat \*nix hacker /skipper

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- Dedicated and creative Senior IT Solution Architect with 20+ years of experience using cutting-edge technologies to detect and debug complex software processes and applications.
- Innovative problem solver with excellent analytical reasoning capabilities and expert-level knowledge of a wide variety of programming languages and tools.
- Strong project manager, experienced at working with colleagues to quickly ascertain software and hardware engineering flaws and make major cost/time-saving improvements.

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### Core Competencies

Capacity Planning • Project Management • Root Cause & System Analysis • Metrics Collection  
System Administration • Quality Assurance & Control • Log & Data Analysis • Proof of Concepts  
Configuration Management • Trouble Shooting & Problem Solving • Software Development  
System Security & Reliability • Backup Solutions • Site Reliability • Testing & Debugging

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### PROFESSIONAL EXPERIENCE

#### Contractor SecOps 50%

**HelloFresh, Berlin, Germany**

**Apr 2020 – Present**

Rollout ownership of our Library Vulnerability Scanning tool and assistance with integration to Jira

- Onboarding new data sources to our Elastic Search cluster via S3 ingestion
- Monitoring of our AWS and Cloudflare environments for areas of concern or possible attacks

#### Contractor DevOps

**A.T.U Auto-Teile-Unger, Berlin, Germany**

**Oct 2018 – Present**

Fully empowered the development teams by unwinding an organically grown on-premise Kubernetes setup.

CDN / Cloudflare, DNS and network subject matter expert.

#### Highlights & Achievements:

- Stabilized an ELK (ElasticSearch, Logstash, Kibana) setup followed by the introduction of a retention policy. Identified, isolated and corrected heavy producers. Provided coaching to internal/external users.
- Restructuring of external exposed DNS records and internal ( & VPN) announced ZONES.
- Security assessment of DDOS protection service and exposed DMZ endpoints.
- Provided guidance on the introduction of an Application Monitoring Framework, empowering Marketing & Digitalization Department engineers to a better understanding of the service provided to their users.
- Working in a mixed German / English environment, handling also communication with external vendors.

Extra Technologies: Ansible, Fabric, Helm, Consul, Docker, AWS, PostgreSQL, Oracle, SQL Developer

#### Contractor DevOps TeamLead 50%

**Urban-Mobility Int. (WeShare/Volkswagen AG), Berlin, Germany**

**June 2019 – Dec 2019**

Initially brought in as a one-man-rescue-mission-team, evolved in an active contributor of the DevOps-guild attempting to coordinate activities on the long run with the C-Levels: also strengthening his own knowledge of microservices on Google Cloud and Azure (Microsoft) infrastructures.

#### Start-up CTO

**SiWeGO, Trento, Italy**

**Nov 2017 – May 2019**

- suppliers management
- solution design, aimed to keep OPEX extremely low
- algorithmic (indexable) design of graphs' overlaps

### **Senior Performance Engineer**

**OLX, Berlin, Germany**

**Sept 2016 – Aug 2018**

This is a management position where I am leading and working with several different teams.

#### **Responsible for:**

- CDN, SSL, DNS vendor selection and internal OLX coaching on related topics.
- Load & performance testing and architectural performance design review.
- Capacity planning on migration from bare metal to cloud based infrastructure.
- NewRelic vendor manager, with a 2mio USD annual Budget. (saved 300k/year USD on k8s monitoring)

Covering (and travelling between) 4 locations: Argentina, Portugal, Germany and India.

### **Service Reliability Engineer**

**SONY PLAYSTATION/GAIKAI, Berlin, Germany**

**Oct 2013 – Sept 2016**

Supervising and improving a globally multi-datacentre distributed game streaming infrastructure. Covering On-Call duty across the Atlantic, due to the Southern California based headquarter. Tool design and coding in Python to efficiently administer an infrastructure of the size that just a few can mention.

#### **Highlights & Achievements:**

- Designed and implemented a reliable globally distributed NTP infrastructure, with particular attention on security constraints, improving on user experience and overall service availability.
- Designed and implemented a documentation solution that would ease the communication between the US and the EU based teams, ensuring data retention and knowledge transfers.
- Redesigned and implemented an OpenNMS based fullback monitoring solution, achieving a better resource usage and faster host provisioning, increasing the overall service reliability.

### **Chief Trouble-Shooter, Senior Data Architect**

**ROCKET INTERNET GmbH, Berlin, Germany**

**Oct 2012 – Oct 2013**

Monitoring and solving issues related to the core platform for the world largest ecommerce accelerator. Debugging and dealing with third parties recommendation engines providers, telcos and content distribution networks. Working round the clock with South East Asia and Latin America based ventures. Designed and implemented big data analytics procedures.

#### **Highlights & Achievements:**

- Tracked down and patched a major PHP coded, data structure representing product categories, preventing major rollback and downtimes of the production infrastructure on multiple ventures.
- Tracked down and escalated a major issue related to a third party software provider, leading to a proper recommendation service, increasing revenue for the whole organization.
- Designed and implemented a Hadoop cluster for big data analytics, enabling multiple CRM and BI teams to deliver reports of the overall business more efficiently and reliably.

### **Quality Assurance Manager**

**TXTR GmbH, Berlin, Germany**

**July 2011 – Aug 2012**

Directed end-to-end product reliability efforts for B2B eBook reading solution. The company is known as the biggest content aggregator in Europe. Monitor customer comments and system logs in order to understand problems affecting system users. Designed and implemented patches and other software fixes in order to resolve problems encountered during the routine use of company products.

#### **Highlights & Achievements:**

- Supervised the release process of backend components, developing automated testing solutions proven to be effective at fixing system errors.
- Supervised the design of instrumented metrics in the application, leading to proper live performance metrics proven to be effective to track scalability issues.

### **Senior System Engineer**

**PROFITRICKS GmbH, Berlin, Germany**

**Apr 2011 – Jun 2011**

Created proof of concepts that allowed the production team to manage configuration and backup solutions for a cloud computing infrastructure product. Monitored system functions and alerted managers to possible problems, using troubleshooting and problem-solving abilities to supply the team with workarounds and other system solutions.

#### **Highlights & Achievements:**

- Appointed to Deputy Team Leader in acknowledgement of my ability to analyse system requirements and deliver results under tight schedules.

### Senior System Engineer

**NOKIA MAPS, Berlin, Germany**

**Oct 2010 – Apr 2011**

Led technical teams charged with developing engineering processes and solutions for a new mobile map company, including managing map compilation, map release and distribution, map rendering, and HTML5 implementation. Analysed components to address inconsistencies and miscommunications, facilitating the company's ability to move forward with the project in a timely and cost-effective manner.

#### Highlights & Achievements:

- Provided strategic direction in the effort to integrate Yahoo and Maps OVI.com, implementing testing and capacity planning of the infrastructure of multiple data centres.

### Quality Assurance Architect

**VODAFONE INTERNET SERVICES, Düsseldorf, Germany**

**Apr 2008 – Sep 2010**

Oversaw end-to-end monitoring of internal company systems, providing root cause analysis, load capacity testing and alerting solutions for the Vodafone Live, Vodafone 360, and Global Integration Gateway systems. Managed the structuring of QA technology procedures for Webservice assessments, completing tasks on time and on budget despite tight deadlines.

#### Highlights & Achievements:

- Developed an internal Quality Assurance toolkit that was used to stress test the Vodafone 360 backend infrastructure.
- Designed and implemented a low cost satellite solution for monitoring the 3G/GSM services infrastructure.
- Maintained all allocated hardware in the data centres, preparing equipment for load testing, monitoring, and reporting functions.

### Solution Architect (Freelance)

**Oct 2001 – Sept 2008**

Developed and implemented custom operating solutions designed to address the specific needs of clients, including creating patches and workarounds for existing software, writing shell scripts, integrating systems, and providing localisations. Created automated UI end user certification tests.

#### Highlights & Achievements:

- Designed a software system capable of providing full-text indexing and word retrieval services for an ancient collection of books owned by *Biblioteca Sormani* in Milan.
- Designed and implemented a Software as a Service solution that improved the employee efficiency across multiple offices of a tax advisor business.
- Designed and implemented a whole-integrated custom LDAP solution.

### Web Designer, ISP Support Technician

**Aug 1996 – Aug 2001**

- Designed and implemented websites for small medium enterprises.
- Dealt with onsite customer support for a local Internet service provider.
- Built small local area networks and related services.

### TECHNICAL PROFICIENCIES

- Cryptography, Configuration, and Network Services with TLS/SSL Support
- C/C++, Perl, Python, PHP, Bash, Sed, Awk, XML, HTML, SQL, Java, Javascript
- Configuration Management Systems including Puppet, Bcfg2, FAI
- Monitoring, alerting, logging including Ganglia, Nagios, Cacti, MRTG, Graphite, GrayLog, Log4J
- Groupware & Directory Services including Samba, OpenLDAP, OpenGroupware, Gosa<sup>2</sup>
- Virtualisation including KVM, ESX / VmWare / vSphere, RHES Virtualization
- VoIP including Asterisk, Hylafax
- File Servers including Webdav, Samba, Nfs, AppleTalk, Proftpd, tFTPd/Bootp
- Testing including Grinder, HP Quality Centre, Nagios, Cucumber, SoapUI, Clearcase
- Operating Systems including Linux (Debian, RedHat/Centos), Mac OS X, Solaris, HP UX
- Dynamic Web Servers, Java Containers and Databases including apache, apache2, Glassfish, Tomcat, JBoss, Django, Seagull, MySQL, PostgreSQL, Oracle, Google App Engine, AWS
- Mail Servers including postfix, cyrus-imaps, courier-imapd, amavis, clamav, squirrelmail, Zimbra, Kolab
- Firewalls, traffic shapers, VPNs, GSM (rack of modems), DNS (Bind8/9), Load balancers (F5)
- Off the shelf and embedded hardware including HP Blades, IBM zSeries, SunStorage, DAT libraries, FPGAs, Arduino, ARM based boards and various custom fanless equipment.