

Gerald Sim

Principal Consultant | SRE | Kubernetes | DevOps

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CAREER SUMMARY

I have years of experience in full-stack environments on Linux, specialising in web and cloud technologies. I have worked as a DevOps and Site Reliability Engineer, deploying application containers in Azure AKS, AWS EKS, and GKE. I have led migration projects involving AWS EKS, Azure AKS, and Google Kubernetes Engine (GKE). My previous roles include Linux Technical Support Escalation Engineer, Lead Engineer, Technical Service Manager, Senior Cloud Engineer, and Cloud Consultant. I have a track record in improving end-user experience and accelerating the adoption of cloud native technologies.

SKILLS

- **Systems:** Red Hat Enterprise Linux | CentOS | Ubuntu
- **Web:** Apache | Nginx | MySQL (MariaDB) | Redis | Elastic
- **Scripting:** Bash
- **Telemetry:** Splunk | Elastic | New Relic | Prometheus
- **IaC:** Helm | Terraform | Ansible
- **Public Cloud Platforms:** AWS | Azure | Google
- **CI/CD:** Terraform Cloud | Azure DevOps
- **Kubernetes:** AKS | EKS | GKE | Rancher | OpenShift
- **Management:** Agile | Service Delivery Management

EXPERIENCE

Wipro / Woolworths

March 2024 - Present

Principal Consultant / Site Reliability Engineer (Kubernetes)

- Led critical technical projects involving Kubernetes at Woolworths, met project objectives while upholding quality and ensuring established processes are maintained.
- Inspired the team to explore concepts and technologies via prototype testing.
- Performed improvements to the infrastructure codebase, conducted code reviews
- Engaged and persuaded stakeholders, aligning with Woolworths' core values to drive impactful decisions and initiatives.
- Collaborated closely with engineering teams, assisted engineering with implementing engineering initiatives.
- Conducted in-depth technical analyses to identify causes of application performance issues on Kubernetes clusters.
- Pre-emptively assess and implement proactive measures to eliminate the occurrence of failure scenarios.
- Provided training and guidance to team members and stakeholders.

Alcidion Group Limited

January 2023 - February 2024

Site Reliability Engineer

- Create and improve continuous deployment pipelines in Azure DevOps.
- Involved in migrating workloads to Google Cloud Platform and Google Kubernetes Engine as part of the company's plan to move to Google hosting.

Alcidion Group Limited

November 2019 - December 2023

DevOps Engineer

- Built cloud infrastructure for Smartpage, clinical messaging and task management platform used by hospitals in Australia, New Zealand and in the UK.

- Working with the Miya development team, I was responsible in deploying, and operating Kubernetes infrastructure for Miya Precision, clinical decision support platform.
- Deployed container infrastructure in Azure AKS, AWS EKS, as well as on on-premise infrastructure with Rancher and RKE, in Kubernetes k8s and k3s variants.

Comunet

September 2019 - November 2019

Cloud Consultant

- I was Involved in promoting container infrastructure, DevOps tooling within the business and responsible in building capability to go to market.
- Successfully proposed and received approved funding from AWS EdStart program for an EdTech startup who had engaged Comunet to carry out cloud migration. The client was not only keen to migrate, but interested in introducing speed of deployment of WordPress Multisite sites for its clients.
- Designed, implemented AWS EKS running Kubernetes with Rancher. Built helm charts, including a CI/CD pipeline built into Rancher.

5G Networks Ltd

March 2019 - September 2019

Senior Cloud Engineer

- 5G Networks (5GN) completed its acquisition of Hostworks in 2019, and formed a cloud enablement team. I moved into the position of a Snr. Cloud Engineer and have begun to grow the team's capabilities.
- As a Snr. Cloud Engineer, I have worked on or am working on these duties and projects:
 - Provide technical leadership on cloud resources in AWS, Azure.
 - Support sales/pre-sales teams and technical staff, providing technical input and writing architecture design.
 - Involved in requirements gathering, solutioning, proof of concept demonstration and execution.
- I possess the following skills:
 - Strong command line experience.
 - Experience deploying resources in AWS with CloudFormation.
 - Experience deploying containers with Azure Container Instances, or on EKS.
 - Knowledge of cloud agnostic platform services such as Kubernetes, Docker.
 - Experience with configuration management tools such as SaltStack and Ansible.
 - End-user web experience, application performance monitoring and debugging with New Relic.
 - Experience with administration of Wordpress, Drupal CMS.
 - Develop scripts in Bash or Python.

Hostworks

June 2017 - February 2019

Technical Service Manager

- As a Technical Service Manager, I undertake a broad range of duties. These responsibilities are not limited to:
 - Service implementation and delivery.
 - Incident management and resolution.
 - Technical mentorship and leadership of staff.
 - Solution design and implementation for clients hosted on-premise with Hostworks as well as in AWS.
 - Supporting sales team with technical insights and knowledge on clients' environments.
 - Providing solution demonstration.
- I work closely with agencies such as DDB Group Australia, and indirect and direct clients like McDonald's, Volkswagen Group Australia, Benestar Group, Ingenico, Toga Far East Hotels, Chandler Macleod.
- **Achievements**
 - Deploy, and automate full stack blue/green environments with AWS CloudFormation in AWS (VPC, EC2, ElastiCache, RDS etc)
 - Implement Docker container solutions.
 - Deliver high-profile campaigns, such as McDonald's Monopoly Game campaign which takes place yearly, ensuring smooth operations during campaign period.

Hostworks**May 2015 - June 2017****Lead Engineer**

- Involved in several projects that include designing, delivering hosting solutions for new and existing clients on Red Hat Enterprise Linux software.
- Partnering with stakeholders to deliver critical services for additional capacity requirements during high-profile campaigns.
- Provided technical leadership and guidance to operations staff, offering technical advice to peers and clients in managing changes, resolving incidents related to services that run on Red Hat Enterprise Linux software.
- Keen interests in
 - SaltStack for configuration management
 - New Relic for application performance monitoring
 - OpenStack
 - Red Hat OpenShift

Hostworks**May 2011 - April 2015****Linux Technical Support Escalation Engineer**

- As a Linux Escalation Engineer, I work together and engage with key customer contacts in ensuring site reliability.
- Involved in regular customer phone conference meetings and work very closely with service management.
- Ensure service levels are met, satisfy business objectives, forecast and deploy changes to the environment when needed.
- Primary point of contact for assigned customers SBS, GM Holden, Sony Music, IAG.
- Work together with a rotating team of Linux administrators to support more than 300 RHEL virtual machines.
- I work in a high-pressure environment, manage and resolve incidents that range from high severity incidents that require critical attention and immediate turn around time.
- Managed UNIX / Linux based environments for a variety of customers such as AHL, Australia Post, Codan, Compass Group, FOX8, Network Ten, Nutrimetics, Ray White, Southern Cross Austereo, Ticketek, UNSW
- Set up Linux server environments for customers who have transitioned to Hostworks.
- Worked with customers to deliver critical services for additional capacity requirements during new product launches or major events (SBS Eurovision, SBS Tour de France, GM Holden new car launch, Songl.com)
- Provide technical leadership and guidance to operations staff.
- Suggest improvements, deliver support and training to network operations centre personnel.

PRIOR ROLES**Lanier Australia Pty Ltd c/o Australian Unity****April 2011 - April 2011****Linux Engineer**

- Resolved text wrapping print issue with Red Hat Enterprise Linux system and Lanier (Ricoh) printer.
- Proposed solution to Australian Unity to achieve desired printing result of insurance-related reports.

Ufinity Pte Ltd**January 2009 - February 2011****Senior Systems Engineer**

- Deployed and administered several networks of UNIX / Linux and/or Windows systems for various project needs.
- Led systems operations and support of anti-spam email service, Mail Ranger for a large healthcare group. Mail Ranger is an in-house product and powered by a suite of open-source software.
- Deployed VMware ESX/ESXi virtualisation for project needs.
- Planned and carried out MySQL database server deployments and upgrades.
- Liaised and managed vendors, gathered requirements, met objectives and expectations of customers.

Ufinity Pte Ltd
Systems Engineer

December 2006 - December 2008

- Reporting directly to the technical director, I was able to consolidate my skills in the following areas,
 - Managed StarHub pfingo systems and network operations. Assisted in assessment and isolation of root causes of critical outage situations, provided mitigation plan and recommended fixes.
 - Managed Mail Ranger systems and network operations with focus on providing level 3 support.
 - Upgraded and set up MySQL enterprise database servers with replication.
 - Deployed VMware solutions in Linux and Windows platforms.
 - Supported application delivery teams to set up and deploy systems and network infrastructure for project needs.
 - Involved in Linux systems projects with commercial and government entities in Singapore.

Vectra Pte Ltd
Customer Service Technical Officer

January 2004 - July 2004

- Provided tier one networking support for corporate and personal subscribers of SingTel's DSL service.
- Performed onsite DSL equipment installation and troubleshooting for SingTel's corporate subscribers.

EDUCATION

Bachelor's Degree, Mass Communication (Multimedia, Internet Policy and Culture) 2003 - 2006
Curtin University of Technology

Diploma, Digital Media Design (Games Design) 1999 - 2002
Nanyang Polytechnic

Cambridge GCE "O" Level 1995 - 1998
Activities and Societies: Fencing
St. Joseph's Institution

CERTIFICATIONS

Red Hat Certificate of Expertise in Platform-as-a-Service July 2016
License 110-435-807

Red Hat Certified System Administrator in Red Hat OpenStack June 2015
License 110-435-807

Red Hat Certified Virtualization Administrator September 2014
License 110-435-807

Red Hat Certificate of Expertise in Performance Tuning April 2013
License 110-435-807

Red Hat Certificate of Expertise in Security: Network Services August 2012
License 110-435-807

Red Hat Certified Engineer (RHCE) December 2010
License 110-435-807

LANGUAGES

English (Native proficiency)

Mandarin (Professional working proficiency)