

HAI DAM (HARRY)

Edmonton, AB - T6W 1B8 (Open to Remote) | (639) 382-8589 | haidv.ict@gmail.com

[linkedin.com/in/vhd204](https://www.linkedin.com/in/vhd204) | github.com/naviat | me.haidv.tech

TECHNICAL SKILLS

Clouds/Platforms | Kubernetes (CKA, CKAD, CKS certified), AWS, GCP, Azure, OpenStack, VMWare, Proxmox, VoIP
DevOps/SREs | GitHub Action, Jenkins, Azure DevOps, Prometheus, Kafka, LGTM stack, EFK stack, ECK, NewRelic
Languages/Tools | Python, Terraform/Terragrunt, Reloader, Ansible, Chef, Shell, Unix, Agile SAFe 5, SonarQube, Robusta

EXPERIENCE & PROJECTS

Infrastructure/ Site Reliability Engineer | Chainstack

May 2024 - Present

Blockchain AWS | GCP | Azure | Bare Metal | Cilium | Ansible | GitHub Action | CircleCI | Terraform/Terragrunt |
Infrastructure Atlantis | ECK | Prometheus | Grafana | VictoriaMetrics | InfluxDB | Kafka | Helm
Provider

- Maintained and continuously improved the reliability and scalability of blockchain nodes (~30 protocols) and networks across multiple global cloud providers.
- Created and managed complex hybrid infrastructures, with a focus on multi-cloud Kubernetes clusters, utilizing an Infrastructure as Code (IaC) approach.
- Achieved 99.99% SLA for all services by enhancing monitoring and alerting systems, and driving performance and availability improvements, resulting in a 20% reduction in downtime incidents.
- Automated repetitive processes, reducing workload by 30% and increasing efficiency, significantly contributing to overall system scalability and performance.

Senior DevOps Engineer | Prophet Exchange

Feb 2022 - May 2024

Peer-to-peer AWS | ArgoCD | GitHub Action | Terraform/Terragrunt | Outpost | ECK | Prometheus/Grafana | RDS | AWS
sport betting DMS | RedShift | Debezium | Kafka | Loki | Tempo | NewRelic | Opsgenie

- **AWS Leadership and Regional Deployment** : Led DevOps initiatives and architectural designs for a sports betting platform, implemented data streaming solutions with AWS services and Debezium, and managed AWS infrastructure for New Jersey, US, using AWS Outposts.
- **Automation and Optimization** : Integrated cloud solutions with Terraform/Terragrunt, GitHub Action, and ArgoCD, designed cloud-native structures and helm templates, and used SonarQube for emerging services.
- **Cost Efficiency** : Achieved a **40%** reduction in resource overhead and costs through strategic optimization.

Head of SREs | Torus Engineering (Belle AI Corp)

Oct 2021 - Jun 2023

AI solutions in the Management | ArgoCD | MLOps | Azure | AWS | GCP | Firebase | RDS | Opsgenie | LGTM | .NET |
global healthcare Opensearch | Terraform | Terragrunt | KEDA | Redis | Azure DevOps | Proxmox/VMWare | Loki
industry

- **AI Performance and Infrastructure Optimization** : Enhanced system responsiveness by **25%** and reduced resource wastage by **30%** through strategic memory, GPU utilization, and scalable AI solutions using Model Mesh and Triton Server.
- **Leadership and MLOps Implementation** : Led a dynamic SRE team to a 20% productivity increase, streamlined ML model deployment and management processes, and modernized AI model deployment pipelines with ArgoCD, Azure Pipeline, Trivy, and SonarQube.
- **Data Management and Compliance** : Maintained critical data pipelines for AWS Data Lake using AWS Glue, Lambda, Kubernetes, Terraform, Python, Spark, and SQL, while establishing HIPAA-compliant infrastructure with Terraform/Terragrunt.

DevOps Manager | VNDirect Securities Corp

Aug 2021 - Aug 2022

Leading securities brokerage and VMWare | K8s | Helm | GitLabCI | Tekton | ArgoCD | Puppet | Jenkins | JFrog | Ansible |
financial services company Management | OnPrem Kafka | Elasticsearch | Cacti | Artifactory | Jenkins | APM

- Directed a team of 5 members focused on maximizing production uptime, fortifying internal infrastructure, and expediting feature releases.

- Managed a complex infrastructure with over 2000 VMs spanning Kubernetes and on-premise environments.

Senior DevOps Engineer | Fortna Inc

Oct 2020 - Aug 2021

Global supply chain consulting and engineering firm

VMWare | Jenkins | Java | Rancher | Helm | SAlFe5

- Served as the primary DevOps consultant, enhancing software development processes and collaboration.
- Championed the adoption of Jenkins pipelines through shared libraries for efficient deployments

Senior DevOps Engineer | Linagora

Feb 2020 - Oct 2020

Open source software company contribute to Apache James

OpenPass | K8s | Ansible | Terraform | Helm | GitLabCI

- Oversaw and operated OpenPaas on OVH cloud, utilizing Apache James.
- Crafted a framework using Terraform, Ansible, and Helm for streamlined cluster creation

Senior DevOps Engineer | Tomochain

Nov 2018 - Nov 2019

Scalable and efficient blockchain solutions for dApps and enterprise use cases

AWS | Docker | Prometheus | Grafana | Ansible | Terraform

- Launched and sustained Blockchain application servers, including a Decentralized Exchange and Tomo Network node on the Mainnet.
- Spearheaded the creation of DevOps tools, empowering the community to integrate seamlessly with the Blockchain network.

DevOps Engineer | Various Consulting Company

2016 - Nov 2018

IT consulting companies

AWS ECS | Prometheus | Grafana | Ansible | Terraform | Jenkins

- Engineered and managed solutions for .Net, Java, JS Family, and React Native builds utilizing Jenkins and Bitrise.io.
- Seamlessly integrated AWS services with CI/CD tools, including CircleCI, Ansible, and Salt.
- Mastered AWS API programming with Python and Nodejs, coupled with Infrastructure as Code expertise using Terraform.

System Integration Engineer | Various Telecom Company

2011 - 2015

R&D team in Telecommunication domain

Asterisk | ESXi | Shell | VoIP | Genesys | SIP | Network

- Managed IP contact centers (Elastix Asterisk) and Genesys IPCC.
- Designed network architecture and collaborated with telecommunications providers.
- Managed and maintained value-added services in the Telecommunication domain.
- Guided bidding, launch, and support for key Contact Center projects like VNPT Danang, VNPT Hanoi, and Home Credit HCM.

AWARDS AND CERTIFICATES

Kubernetes Certified : CK(AD), CKS

AI : Getting started with AI on Jetson Nano

Scale Agile : Certified SAlFe® 5 Practitioner

Book Reviewer : Hands-On Continuous Integration and Delivery, Effective DevOps with AWS, Mastering DevOps Automation

AWS : AWS SAP, AWS SAA

Network/Administrator : CCNA, MCITP, LPIC-2

Teacher : A-level and IB Computer Science

Genesys : Genesys Certified Professional Support, Genesys Certified SIP Professional

EDUCATION

Vietnam National University of Hanoi - Master of Data Communication & Computer Network

2019

University of Transports and Communications - Bachelors of Data Communication & Computer Network

2011