

HARRY (HAI DAM)

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TECHNICAL SKILLS

Clouds/Platforms | Kubernetes (CKA, CKAD, CKS certified), AWS, GCP, Azure, OpenStack, VMWare, Proxmox.

DevOps/SREs | GitHub Action, Jenkins, Azure DevOps, VictoriaMetric, Kafka, LGTM stack, EFK stack, ECK, NewRelic, BetterUptime.

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 | BareMetal | Cilium | Ansible | GitHub Action | CircleCI | Terraform/Terragrunt | Atlantis |
Infrastructure ECK | Prometheus | Grafana | VictoriaMetrics | InfluxDB | Kafka | Helm | BetterUptime | Postgres | SubGraph
Provider

- Designed **Prometheus exporters** in Golang/Python for blockchain metrics, enabling real-time monitoring of node performance and network health.
- Maintained and scaled **blockchain nodes** (~30 protocols) across AWS, GCP, Azure, and bare-metal infrastructure.
- Built **hybrid cloud infrastructure** using Kubernetes and IaC tools like **Terraform/Terragrunt** and **Ansible**.
- Enhanced monitoring with **Prometheus**, **Grafana**, and **VictoriaMetrics**, achieving **99.99% SLA** and reducing downtime by **20%**.
- Automated workflows with **GitHub Actions** and **CircleCI**, cutting manual tasks by **30%**.
- Optimized blockchain node performance for high availability and low latency in decentralized applications.
- Developed **Helm charts** for deploying blockchain nodes and monitoring tools in Kubernetes.
- Integrated **Kafka** for real-time data streaming and **InfluxDB** for time-series data storage.

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 financial services company VMWare | K8s | Helm | GitLabCI | Tekton | ArgoCD | Puppet | Jenkins | JFrog | Ansible | 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 | K8S

- 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 validators** 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 | Prometheus | Grafana | Ansible | Terraform | Jenkins | TeamCity | Octopus | SQL

- 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 SDK | 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

Scale Agile : Certified SAlFe® 5 Practitioner

AWS : AWS SAP, AWS SAA

Network/Administrator : CCNA, MCITP, LPIC-2

Genesys : Genesys Certified Professional Support, Genesys Certified SIP Professional

AI : Getting started with AI on Jetson Nano

Book Reviewer : Hands-On Continuous Integration and Delivery, Effective DevOps with AWS 2nd ed

Teacher : A-level and IB Computer Science

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