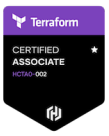
JOANAN



- **Mail**: timbales.07.stries@icloud.com
- **Booking:** https://calendly.com/maroons-studio/30min

Profile

I am an experienced IT professional with over 15 years in systems engineering, telecoms, cloud solutions, and security. Passionate about designing innovative, scalable architectures, I thrive on delivering impactful results and continuous learning. My goal is to contribute to cutting-edge projects, driving customer success through efficient and secure technology solutions.

Experience

FOUNDER, STUDIO MAROONS MONTREAL, CANADA - 2023 - NOW

- Project management, budgeting
- Product & architecture design
- Operation, R&D
- Sales, Customer care
- Flutter / Flutterflow mobile app. coding, Next JS, Python, Django Framework, dRF

DEVOPS ANALYST, IP SYSTEMS ENGEENERING, VIDEOTRON MONTREAL, CANADA - 2019 - NOW

- Project management, budgeting
- System& architecture design
- Deploy & setup of new systems, applications in compliance with the enterprise's security standards following the AGILE methodologies
- Drastically reduced (Over 50%) deployment time and secured by attaching some of the workload with CI/CD pipelines and automated testing
- Lead in the transition from “legacy” infrastructures/workloads toward cloud / “cloud smart” approaches for many products in the company
- Service operationalization, Monitoring, performance metrics collection,
- Training and mentoring of the operational teams, technical support
- Investment requests writings for the C-suite audience
- Writing of Procedures, Procedure reviewing, Peer Reviews, Deployment supervision
- Systems security and vulnerabilities management: tracking, patching.
- Internal processes improvement
- Lead operationnal resolution, troubleshoot and communication in times of outage
- Impact analysis, involved in POCs, workshops in the RFP processes,
- Vendor selection, assistance in RFIs, RFPs documentation etc..
- Incident resolution coordination across several team with different set of expertise, resolution lead, strong sense of a team player.
- Scripting
- Containairization (Docker), Infrastructure as Code (Terraform, Terragrunt)

VAS ANALYST, OPS ENGEENERING, VIDEOTRON MONTREAL, CANADA - 2013 - 2019

- Led the systems operationalization by introducing clear requirements in the delivery of critical services operated by the Value Added Services team (Over 15 in total)
- Manage a full fledged video streaming and transcoding platform for one of the "star" services provided by the company to customers.
- Reduced drastically the amount and recurrence of customers impacted during deployment & rollbacks (Over 80% drop over just a few months - e.g.: OTT Video applications)
- Developed and maintained a close partnership with customers (Marketing and external) on the delivery of important business features
- Took our video streaming system from 105 to almost 10,000 concurrent streaming sessions
- Service integrity, risk management, issues tracking assistance/mentoring to the technicians (Hands on) operating the services.
- Business and operational processes improvement
- Procedures writing (MOP), Documentation, Post-mortems
- Incident and post-incident management, peer reviewing.
- Linux system administration, Hardware management/replacement (HP, EMC).
- Telecom provisioning nodes, IAM (Identify and Access Management).
- Operation and maintainance of several value added services systems (Streaming video Illico.tv (now https://helix.videotron.com/ & https://illicoplus.ca),
- Geo-Location 911, 4G Provisionning, Portability, Voice-Over Wifi, and many more), telecom and applications.

SYSTEM ADMINISTRATOR, IP SYSTEMS ENGEENERING, VIDEOTRON MONTREAL, CANADA - 2019-NOW

- Linux Systems administration
- Deployments on the Value Added Services products
- Led technical incidents management, resolution, troubleshoot
- Proposed / enforced correction / mitigation on operational incidents,
- Reporting
- Internal/external customer management, production service operation.
- Developed people skills to identify and leverage knowledge and forces within the company to come to resolutions as fast and efficiently as possible

CHARGING SYSTEMS ENGINEER, VAS, DIGICEL FWI DUCOS, MARTINIQUE - 2009 - 2010

- Deployed the customer valorization system for the launching of the 3G networks in the islands (Martinique, Guadeloupe, French Guyana (Over 500,000 customers in total))
- System integration, development of APIs, Webservices (SOAP) with Java Servlet/JSP to interconnect Ericsson's equipments with the some of the Enterprise Service Bus (ESB)
- Real time customer valorization
- Bash & Perl Scripting
- Incident management, correction, mitigation on production incidents
- Mobile phone number portability protocol implementation

SYSTEM ADMINISTRATOR, DIGICEL FWI DUCOS, MARTINIQUE - 2008 - 2009

- Led the Microsoft Dynamics Great Plains ERP & database migration for the financial department following a security audit.
- Technical documention writing
- Overhauled ERP's permissions for the users

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- Station and server administration
- LAN administration
- Windows XP
- Norton GoBack
- Sales
- Customer care, service & management

Certifications

- **Hashicorp Certified**: *Terraform Associate* (002)
- **AWS Certified** *Solution Architect - Associate* (SAA-C03)
- **AWS Certified** *Cloud Practitioner* (CLF-C02)

Education

Supinfo International University, Montreal - Canada – M. Sc. Computer Science Eng.
Supinfo International University, Montreal - Canada – B. Sc. Computer Science Eng.

Skills (Non exhaustive..)

System & Cloud :
Cloud AWS, Linux System Administration (Red Hat, Cent OS, Kali Linux), Docker, Docker Compose, Snyk, VM Ware, OKTA, Auth0, Puppet, Heroku, GitHub, BitBucket, Cloudflare

CI/CD :
Jenkins, GitHub Action, ArgoCD, Tekton, Nexus

Infrastructure as Code :
Terraform, Terragrunt

Dev/Prog.:
Bash, awk, sed, Python, Django, Django Rest Framework, Webservices (SOAP, Rest), GIT, TailwindCSS, CSS, HTML, Bootstrap, SQL, Hashicorp Vault, TwilioAPI, StripeAPI, SendGridAPI etc..