David Ngo

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EXPERIENCE

Senior DevOps Engineer
Automotive Rental   **May 2022 – Present, Los Angeles**

· Manage an K8s Cluster allowing more flexible deployments and faster turn around time and feedback.
· Manage ECS Cluster allowing simplicity of deployment for certain dev teams.
· Collecting Metrics and Stats for better troubleshooting and log aggregations using OpenSearch.
· APM Metrics via NewRelic and Prometheus.
· Manage code and migrate code to docker containers as a microservice.
· Terraform management of infra, including DNS, Networking, SSL Certs, and EKS Cluster in AWS.
· CI/CD with Jenkins and Git CI/CD.
· Manage Swagger API for Java Springboot
· Maven and Artifactory for Java Artifacts
· MLOps with Kubeflow and creating LLMs with ML Notebooks.
· LLM Training with AWS SageMaker
· LLM Training, Testing and Deployment with FastAPI and CI/CD pipelines.

Staff DevOps/MLOps Engineer
Health Device   **January 2022 – May 2022, San Francisco**

· Manage and maintain docker cluster for data ingestion and machine learning.
· Manage and maintain CI/CD pipelines for development of software and data pipelines.
· GCP management and using terraform to create infrastructure as code for various projects.
· Manage and Maintain K8s Cluster for API Software using Charts and other various tools for cluster management.
· Secure and Isolate containers for better security of containers and code.
· Code Scanning Tools to ensure no issues with code vulnerability.
· LLM Training, Testing and Deployment with FastAPI and CI/CD pipelines.

DevOps Engineer
Defense Contract   **October 2021 – January 2022**

· Automate Systems and Software using Docker and Powershell.
· Support Devs with the CI/CD process of code and implimenting to different hardware simulated environments.
· Using Ansible to setup preferred environments for Devs to use.
· Automated container orchestration with Kubernetes, reducing deployment times by 75% and enabling seamless scaling for a cloud-based SaaS platform serving over 500,000 users.

Staff DevOps Engineer
Telecommunications   **April 2019 – October 2021, San Diego**

· Setup, Manage and Maintain Gitlab infrastructure and provide support to the Dev team on a as-needed basis.
· Setup new processes and pipelines for new software services onboarded to the system infrastructure.
· Troubleshoot Jenkins and CI/CD Pipelines and its various plugins.
· Setup Security for AWS Group Policies.
· Setup security with AWS inspector and AWS Config.
· Setup and Manage Java API Code with Swagger2
· FastAPI with Python to create Python API Backend Code.
· Working with Data Engineering Team to help setup data pipelines with ingestion from Various databased and a Data Warehouse utilizing various AWS resources with the ETL process.
· Creating IaC with Terraform to manage and maintain code and pipeline of the various infrastructure and code setup.
· Using Amazon ECS and Fargate, migrated some specific code functions in order to save costs from the SaaS monolith.

DevOps Engineer
FinTech   **October 2018 – February 2019, San Diego, CA**

· Lambda function for data processing reduced data processing time by 50% through optimization and automation, resulting in cost savings and increased efficiency.
· Monitoring and Metrics - Implemented a comprehensive monitoring and metrics system, utilizing tools such as Prometheus and Grafana, to track system performance and identify areas for optimization, resulting in a 20% improvement in uptime and enhanced overall reliability.

DevOps Engineer
Financial Tech   **June 2017 – September 2018, San Diego, CA**

- Migrate On-Prem to Cloud by implementing an automated infrastructure provisioning process which reduced deployment time by 50% and improved overall system availability and scalability.
- Added Docker and Kubernetes to infrastructure to lesson deployment time and to de-couple the infrastructure for better management of applications.
- DR Planning and SecOps

AppOps Engineer
Intuit   **January 2016 - June 2017, San Diego, CA**
- Implemented scalable infrastructure and automation solutions, reducing incident response time by 50% and ensuring high availability for application systems.
- Manage and maintain Java Code and manage Java Code in Docker Containers allowing it to scale and be robust for high traffic.
- Deployments and Change control with Jenkins, overseeing automated software deployment processes and change control procedures through Jenkins, resulting in 50% reduction in deployment time and 80% decrease in production incidents.
- AppDynamics monitored and optimized system performance, reducing application response times and minimizing downtime by 15% through proactive troubleshooting and fine-tuning.
- Maintained server uptime and reliability at 99.99% by implementing robust monitoring, proactive troubleshooting, and regular performance optimizations.
- Multi-team collaboration in implementing DevOps best practices, resulting in an improvement in application deployment speed and reduction in system downtime.

DevOps Engineer
Travel Insurance   **October 2014 - January 2016, San Diego, Ca**
- Implemented automated deployment processes using Jenkins and Chef, resulting in a 50% reduction in deployment time and increased system stability.
- Migrated on-prem to the AWS cloud by developing and implementing an automated deployment process, resulting in a 50% reduction in infrastructure costs and increased scalability.
- Implemented infrastructure across windows and Linux environments to automate deployments using tools such as Chef and Jenkins, resulting in a 50% reduction in deployment time and increased system stability.
- Splunk administered and managed log analysis and monitoring system, resulting in a decrease in the time needed to identify and resolve production incidents.

Linux Administrator
SEO Agency   **March 2014 - November 2014, San Diego, CA**
- Implemented security measures and performed regular system audits that ensured 100% uptime for critical company servers, resulting in zero security breaches over a span of three years.
- Reducing Cloud Cost by implementing automated infrastructure using Chef and Jenkins
- Responsible for Change Control measures to effectively secure deployments
- Eliminate single point of failures and added load balancers where required.
- Implemented server hardening measures, patch management protocols, and intrusion detection systems to ensure network security and compliance, reducing the risk of cyber attacks by 50%.
- Implemented and maintained a secure Linux environment, including server hardening, system patching, and monitoring, resulting in a 99% uptime and improved system performance.

EDUCATION

Bachelor of Software Engineering
American Intercontinental University · Schaumburg, Illinois · 2012

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals AZ-900
Microsoft · 2024

AWS Architect Associate
2017

SKILLS

Languages: Python, Ruby, Java
API: FastAPI, Flask, Swagger
Containers: Kubernetes, Docker
AI/ML: Kubeflow, MLFlow, Sagemaker (AWS), Microsoft Azure Machine Learning Studio
Version Control and GitOPs: Gitlab, Github, Bitbucket.
CI/CD:Jenkins, and github/gitlab runners.
Metrics and Logs Aggregations: ELK stack, splunk, prometheus.
Public Cloud: AWS, GCP, Azure
Private Cloud: VMWare
Networking: Subnetting, DNS, Proxy Hosts, Reverse Proxy,
System Administration: Ubuntu, Redhat, MS Server and Apple.
Security: SonarQube, Synk