



Peter Holgersson

- Citizenship: Swedish
- Language skills: Swedish & English

Experienced Cloud Developer/Architect adept at designing and implementing cloud architectures, especially within AWS and Azure environments. Skilled in crafting solutions using Terraform and Python/TypeScript, particularly focusing on serverless technologies. Proficient in managing containerized environments like OpenShift and implementing Continuous Integration/Continuous Deployment (CI/CD) pipelines with tools such as Bitbucket, GitHub, Azure DevOps, and AWS CodePipeline.

Tools & Technologies: Terraform, Ansible, AWS, Azure, GIT, Docker Swarm, OpenShift, Kubernetes, Linux, Splunk, Opensearch, Elasticsearch, sqllite, jinja, Ansible, Terraform, AWS, Python, Javascript, Node.js, Typescript, React, NextJS, MongoDB, Postgres, HTML, CSS, Nginx, RabbitMQ

Languages: Typescript, Nodejs, Python, Bash

Libraries/Frameworks: Express, React, Nextjs, jest, Flask, unittest, tailwindui

Duties & Service Experience: Fullstack development, Containers, Servers, Applications, Databases, System Operations, System Administration, Application Operations, Production Environments, Test, DevOps, CI/CD, ITIL, IT Operations, Service Management, Incident Management, Problem Management Specialist.



AWS and Azure certifications:

- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals

edX, Red Hat & Cloud Guru courses:

- Deploying and Managing Applications in OpenShift 4 **
- Fundamentals of Containers, Kubernetes, and Red Hat OpenShift, edX
- TypeScript 2, edX
- NodeJS, Microsoft
- Fundamentals of Red Hat Enterprise Linux, edX
- Python: Fundamentals edX
- Go: The Complete Developer's Guide (Golang), Udemy
- React with Redux, Udemy

CV

Consultant, Developer

Trafikförvaltningen Stockholm, April 2022 – present

As a Consultant Developer in the CloudOps team at Trafikförvaltningen Stockholm, I am responsible for overseeing the organization's entire cloud environment and its management. My primary focus is on development tasks utilizing Terraform, TypeScript, and Python to optimize operational efficiency and streamline cloud infrastructure.

- Actively involved in architecting and maintaining AWS and Azure environments, including AWS Control Tower, Account Factory, Security Hub, and SIEM solutions.
- Contributed to the implementation of the Cloud Adoption Framework (CAF) using Terraform in Azure.
- Proficient in serverless technologies such as AWS Lambda, Step Functions, API Gateway (Express API), Amazon S3, Athena, and DynamoDB.
- Experienced in implementing Continuous Integration/Continuous Deployment (CI/CD) pipelines using tools like Bitbucket Pipelines, GitHub Actions, CodePipeline, and Azure DevOps.
- Developed frontend applications using React with MSAL authentication for aggregating Security Hub findings.
- Deployed microservices primarily on AWS Lambda, utilizing TypeScript and Python.
- Extensive experience in Infrastructure as Code (IaC) using Terraform across AWS, Azure, and Private Cloud environments, developing reusable modules for other development teams.

DevOps Engineer

Region Kalmar Län, Feb 2020 – March 2022

DevOps engineer and technical owner, which means application responsibility throughout the life cycle and work towards automating as much as possible of setup and configuration. Most of the systems I have worked with have been Linux based and the largest system that I manage is divided into micro services and hosted in OpenShift. We provide these micro services to three other Regions as well.

We work with automated configurations and setups via ansible, some parts in helm charts and everything we are responsible for is version managed in a self-hosted GitLab.

I have also worked a lot with a monitoring project setting up an elk stack (Elasticsearch, Logstash & Kibana) in Docker Swarm.

Set up of Collected metrics and tracing in one and the same platform with Grafana as the front for monitoring and creation of all dashboards. The idea is that we will have a uniform monitoring environment from internal load balancer, to logs from OpenShift cluster (application level, infra level), mainly HAProxy. Most of the systems I have worked with have been Linux based.

- **OS:** Linux, Red Hat Enterprise Linux
- **Container Platforms:** Red Hat OpenShift OpenShift (production system), Docker Swarm (set up and operation)
- **Automation:** Ansible
- **Scripting:** python, NodeJS, bash
- **Applications:** Elasticsearch, fluentD, fluentBit, graylog, netbox, aptly, nginx, Grafana, ansible, GitLab
- **Message-brokers:** RabbitMQ, vernemq
- **Databases:** MongoDB, postgres, MySQL, sqlserver

System Developer

Project: MERN stack application for Fiducia Rederi AB, Dec 2020 - Dec 2021

Developed a MERN-stack application (MongoDB, Express, React, Nodejs) with the goal of digitizing as much as possible of in a shipping company. I myself have been responsible for the entire code stack, frontend, backend and the automation of cloud resources in AWS. Everything is automated via cloud formation to be operated on ECS containerized.

DevOps Engineer

Naviga, May 2019 – Jan 2020

Worked as a Devops Engineer where I set up and automated the operation of applications. Used ansible for backend services that were hosted at VM, i.e. ec2 instances in AWS. All operations were in AWS and we operated a lot of applications containerized. This was mainly with ECS but we also set up and used EKS i.e. Kubernetes in AWS. We worked very close to the "customer" and often made upgrades of their environments while we worked a lot with development of new services and their infrastructure.

The automation took place with version-managed cloud formation templates with everything from network stacks to servers, security groups, alarm setting, ecs and ex. In terms of OS, we primarily used Amazon's own distribution Amazon Linux. In terms of database, we used a lot of MySQL.

Most common services in AWS that we worked with:

Route53, EC2, ECS, ECR, EX, IAM, S3, CodePipeline, lambda, Scripting (python and bash), Automation tool: Ansible

IT Consultant

Lexher AB, Sep 2017 – May 2019

Assignment at client H&M as Technical Solution Responsible for a team of engineers working Within the Payments Online / Domain & DNS.

IT System Manager Workplace

Scandic Hotels, Jun 2016 – Sep 2017

Scandic Hotels is a hotel company, owned by the listed Scandic Hotels Group. Scandic Hotels has 230 hotels in seven countries in Europe, most of which are in the Nordic countries.

- Responsible for Services: ITSM for Workplace involves managing the services, PC As a Service, Guest Services, Scorpio Mobile HW and Managing, HW and related services to these.
- Suppliers: Responsibility for suppliers and delivery as agreed.
- Finance: Monitoring the finances of these services as well as trying to make them as cost-effective as possible. View and follow up budget results on a quarterly basis.

Problem Manager

Scandic Hotels, Feb 2015 – Jan 2017

- Process Manager: In the job as Problem Manager, you lead the process and ensure that IT follows the process as documented. You act as Single Point of Contact when it comes to improvement or feedback about the process.
- Education: Conducts internships internally to create greater understanding of the process and the benefits of it.
- Reporting: Reporting is done on a weekly basis and reported to the entire IT, and successfully shares results to the entire Scandic in the form of "IT news letter". As part of reporting, you may also escalate to function managers and management team if needed

Technical Support Team Lead

Scandic Hotels Nov 2013 – Nov 2015

- Team Leader for Second Line Support at Scandic IT.
- Scheduling Ensure that Scandic ITSD has crew for incoming cases and that we have updated documentation about systems represented in the service directory.
- Team goal: Responsible for the team delivering a single target, both at team and individual level.
- Leadership / Recruitment: Team leader is a lot about leadership and to continuously provide feedback to employees and goals on a weekly basis. Man is involved in recruitment and is responsible for SLA exceeding 90%.

- Maintain work schedules
- Ensure that sufficient resources are present to handle daily work
- Co-operate with function leads and system specialists for knowledge transfer
- Ensure that daily / weekly team goals are met
- Ownership of all Incidents
- Recruitments
- Leadership

Service & Support Engineer

Vix Technology, 2013/2 – 2013/11

- Support: Analyze logs from SL machines to determine errors and solve problems. Also troubleshoot device logs to find errors and specify new emerging issues.
- On-Site: Drive to ATDA / GAK machines (ticket machines) where we, among other things, restart, update and calibrate screens on ticket machines.
- Commissioning / Server Maintenance: Launches SL devices and ensures that they connect to Site computers as they should, setting up location, ESN, IP and secondary host address. Simply install the software in the device. Also has maintenance and monitoring of the Servers with which the devices are connected.

Incident Manager

IBM, Aug 2011 – Sep 2012

- Incident Manager for 45 Danish SMB (Small medium business accounts).
- 45 Accounts: Responsible for 45 Danish accounts and participating resolvers within IBM.
- Keep track of IBM acting as signing the contract and agreement.
- Ticket queues within IBM: Ensure that the number of unresolved tickets does not exceed the limit.
- Make sure to reduce ticket queues within Denmark, Ireland, Brno and Hungary. Arrange meetings with responsible managers from IBM team when necessary.
- Report on request: Create KPI / reports for Service Delivery Managers in Europe. Follow up with the reports and work for them to show positive results.
- Action plan for resolvers: Establish and follow the action plan for different situations or resolvers when problems arise. And handle escalation of all the resolvers for these 45 accounts and drive backlogs.
- Process leader
- Major incident manager
- Action plans
- KPIs

Quality Specialist

IBM, Oct 2010 – Aug 2011

- Responsible for the Quality on IT ServiceDesk: Ensure that quality in Helpdesk is good. Keep track of the agents following the processes and act accordingly.
 - o Month's pack for AZ: the month pack is a pack that shows plans to improve the quality.
- Current statistics and progress
 - o Find different media to communicate Quality Results to the teams and find solutions to Quality improvements.
 - o Root Cause analysis on DSAT: You make RCAs when something has gone wrong in a process or in a telephone conversation with the customer that has resulted in a DSAT. RCA is a tool that specifies what has gone wrong and how we can prevent the problem from occurring in the future
 - o Customer Conversation (Conversation about how IBM performs quality. Also, conversations about customer or IBM requests on processes or solutions to current issues.)
 - o Set up Action Plans to improve the quality of the team
 - o Quality Advocate Training: Train agents so that they can perform quality jobs and learn how to provide feedback
 - o Brag Letters: When we had satisfied customers, we sometimes received good comments from them. I took the comment and created a brag letter of it and gave to the individual agents to show good feedback.
 - o CSAT competitions: Create competitions within the team to improve customer satisfaction. The agent with the most CSATs got a prize

Assistant Team Leader / Technical Support
IBM, Nov 2009 – Oct 2010

- IT Support: supporting network issues, Windows, Lotus Notes, Office and other applications, CITRIX environments etc.
- Daily Reporting: created daily reports about the account situation. Everything from backlog to incoming calls, crew and quality was in this report.
- held training in Solution Database: held training in the Solution database to the team so that their knowledge of the Solution Database improved (tools within our ITSM tool Remedy system)
- Keep track of the phone queue: Avoid interrupted calls so that we reach our SLAs for the account
- SLA follow up, Team leadership, Daily reports etc.