Mohammad Saberi

Tehran, Iran • P: +98 919-508-1620
m.saberii@yahoo.com
linkedin.com/in/mohammad-saberi-ms
Skype: +1(424)9998008 • Birthday: May 1991

SUMMARY

Skilled DevOps Engineer with 2+ years of hands-on experience supporting, automating and optimizing deployments in cluster, Leveraging CI/CD and DevOps processes. Preferring Work-Teaming and knowledge sharing.

SKILLS

- Jenkins
- SonaType Nexus
- Docker
- Kubernetes
- OpenShift

- Virtualization
- VDI
- Rocket Chat
- Jira
- SDP

- PC Hardware
- OS & Software
- VOIP
- Remote Support
- Git

EXPERIENCE

Sadad e-Payment Service Provider (SADADPSP) – Tehran, Iran
DevOps Engineer   *Mar 2022 – Present*
- Rocket Chat Administration
- Building Pipelines via Jenkins
- SonaType Nexus Administration
- Maintaining & Improving CI/CD Process
- Deploying apps to OpenShift Cluster (Dev-Prod)
- Testing apps via SonarQube and Reporting Problems to Developers due Analyzing
- Founder of SADAD PSP Virtual Academy (Confluence Platform)
- Implementing & Maintaining Service Catalogues (Power Designer - Jira Insight)
- Jira Service desk - Jira Project Management – Jira Confluence Administration & Development

Sadad e-Payment Service Provider (SADADPSP) – Tehran, Iran
Jira Tools Administrator/Developer (Contract)   *May 2020 – Mar 2022*
- User Management
- Jira Servers Maintenance
- Dynamicize Issue's Screens
- Jira Databases Maintenance
- Customizing Jira Tools via Add-ons
- Implementing Users Security Policies
- Designing & Implementing Rules & Automations
- Customize Reports Generations via Add-ons & JQL
- Jira Tools Technical Troubleshooting: Servers, Software, Databases
- Designing & Implementing Workflows, Issues, Resolutions, Pages, Custom Fields, Schemes

Sadad e-Payment Service Provider (SADADPSP) – Tehran, Iran
IT Support Specialist   *Jun 2017 – Mar 2022*
- OS Installation
- Hardware Assembling
- Installation PCs, AIOs & Laptops
- Rack & Cisco Switches Maintenance
- Responding to Users via Telephone, Ticket
- Administration & Supporting VOIP via CUCM
- Internal Infrastructure Servers Administration
- Hardware & Software Technical Issues Troubleshooting
- Supporting Clients via Manageengine Desktop Central & SDP
- Administration & Supporting VDI (Virtual Desktop Infrastructure)

Bertina – Tehran, Iran
Technical Support Specialist   *Feb 2016 – Feb 2017*

- Users AAA Management via WHMCS
- Responding to Customers via Telephone, Live Chat, Ticket
- Domain Registration on Registrars-SSL Registration on CAs
- Internal & External Hosting Servers Bandwidth Monitoring via PRTG
- Reporting Internal & External Hosting Servers Bandwidth Problems & Issues to Datacenters Manager
- Technical issues troubleshooting on user side: CMS Configuration-DNS Issues-Mail Server Issues-SSL Certificates Issues-Backup & Restore-OS Installation on Servers & VPS

Pars Online – Tehran, Iran
Senior Technical Support Specialist   *Apr 2014 – Sep 2015*

- Responding to Customers via Telephone
- Logging Events and Reports on Microsoft Dynamic CRM
- Internal & International Link's Bandwidth Monitoring via PRTG
- COs & POP Sites Status Monitoring via SolarWinds Network Management
- Reporting COs & POP Sites & Links Bandwidth problems & issues to NOC (Network Operation Center)
- Technical issues troubleshooting on user side: Smart Phones-Tablets-Laptops-PCs-DSL Modems-Phone Lines-Splitters-Wires-Cables-Outlets
- Remote Configuration on Dslam (Digital Subscriber Line Access Multiplexer) such as: Changing Profiles-Changing Spectrums-Shut/No Shut Ports due users requests and issues
- Night Shift Team Leading such as: Managing & Coaching Shift Agents-IVR Management-Reporting All Events to Call Center Manager

DOURAN Group – Tehran, Iran
Senior Sales Application Engineer   *May 2010 – Sep 2012*

- Leading Sales Application Engineers to sell Educational Products such as:
- School Portal
- School Automation

Education

Tafresh Azad University (TIAU) – Tafresh, Iran
Bachelor of Science (BSc) on Computer Engineer   *Sep 2009 – Jan 2015*