Siarhei Volkau

San Francisco, CA, USA +1(305) 469-9962 svolkau123@gmail.com https://linkedin.com/in/svolkau

PROFESSIONAL SUMMARY

- Cross-functional experience across QA, cloud operations, DevOps, and infrastructure engineering in live customer-facing production platforms
- Hands-on experience in deployment, Linux system administration, configuration management, monitoring, and maintenance of 24/7 mission-critical systems
- Certified in AWS (two certifications), Google Cloud Platform (GCP), and Kubernetes
- Built and maintained automation scripting to streamline deployments and operational tasks
- Actively contributed to Agile teams utilizing DevOps practices and CI/CD pipelines
- Strong background working with distributed systems in virtualized, containerized and cloud-based environments
- Applied alerting and monitoring solutions to improve system reliability and incident response

EXPERIENCE

Magic Leap, Inc. San Francisco, CA, USA Dec 2022-Present

Sr Software Engineer

- Own and operate critical developer platforms across on-prem and cloud environments, including Gerrit, GitLab, Artifactory, and OpenGrok, with responsibility for upgrades, troubleshooting, performance tuning, and SSL certificate management
- Build and maintain CI/CD pipelines for infrastructure and platform services using GitLab CI/CD and Jenkins
- Re-architect the Gerrit deployment, creating modern GCP infrastructure with Terraform across compute, storage, networking, and load balancing, and implementing automated provisioning pipeline
- Design and execute disaster recovery strategies for critical systems, including database backups, snapshot-based recovery, and environment re-deployment via Terraform
- Containerize and deploy OpenGrok on Kubernetes on GCP, developing custom Helm charts and enabling GitOps-based delivery
- Lead architectural and lifecycle decisions for internal platforms, including automation, scaling, and planned decommissioning
- Diagnose and resolve complex platform issues across application, infrastructure, and network layers
- Automate repetitive operational tasks to reduce manual intervention and improve platform consistency and reliability
- Collaborate closely with development, release, and security teams to align systems with organizational standards
- Enabled internal users by providing accurate, well-documented guides and responsive operational support

Couchbase San Francisco, CA, USA Sep 2020-Dec 2022

Technical Support Engineer

- Proactively ensured the operational stability of mission-critical, distributed infrastructure in a 24x7x365 environment for Fortune 500 companies
- Investigated, diagnosed, and resolved complex technical problems across applications, cloud infrastructure, and integrations
- Handled incident response for customer-impacting issues, managing escalations and stakeholder communications
- Developed tooling and scripts to automate operational tasks and improve support efficiency
- Administered cloud resources; supported applications and Kubernetes clusters

TECHNICAL SKILLS

Platforms: Linux RedHat, Ubuntu, CentOS, Mac OS, Windows Server

Languages: Python, Bash Shell scripting, HTML, XML, YAML, SQL

Cloud Providers: AWS, GCP, Digital Ocean

Containerization: Kubernetes, Docker

CI/CD: GitLab, Jenkins

Version Control/CI: Git, GitHub, GitLab

Infrastructure Automation: Ansible, Terraform

Monitoring and Analytics: Amazon CloudWatch, Cloud Monitoring, Cloud Logging, Datadog, PagerDuty, Prometheus/Grafana

Databases: MySQL, PostgreSQL, Couchbase

CERTIFICATIONS

AWS Certified SysOps Administrator - Associate

AWS Certified Solutions Architect – Associate

Google Cloud Certified Associate Cloud Engineer

Certified Kubernetes Administrator

Professional Scrum Master I

EDUCATION/TECHNICAL COURSES

Field of Criminal Law, State University of Grodno, Belarus

Field of English Translation and Interpreting, Institute for Advanced Training of State University of Grodno, Belarus

Linux System and Network Administration, UCSC Silicon Valley Extension, CA, USA

Testing Mobile/Web Applications, Portnov Computer School, CA, USA

Red Hat Certified System Administrator training

Couchbase San Francisco, CA, USA Sep 2020-Dec 2022

Technical Support Engineer - continued

- Conducted deep root cause investigation and debugged API-, database-, and network-level errors, leveraging logs, metrics, and traces
- Analyzed customer environments to recommend deployment and scaling improvements
- Proactively improved documentation by creating playbooks, best practices, and support references for day-to-day operations

Metadata, Inc. San Francisco, CA, USA Mar 2019-Apr 2020

Quality Assurance (QA) Engineer

- Executed functional, load, end-to-end, regression, smoke, and exploratory testing for the company's core web-based platform
- Designed, developed, and maintained manual and automated test cases using Selenium to validate software quality and functionality
- Integrated automated test scripts into CI/CD pipelines to enable continuous testing
- Identified, documented, and tracked software bugs with clear reproduction steps and evidence
- Created and maintained test plans, test scenarios, and test strategies documents
- Validated REST APIs and performed database testing by verifying payloads, status codes, and data integrity.
- Drove specific aspects of the implementation and maintenance of SOC2 security requirements; verified system behavior against security and access-control requirements
- Strengthened disaster recovery readiness by building and maintaining recovery plans with Ansible-based automation playbooks

Hospitality industry Miami, FL, USA May 2010-Aug 2018

Waiter/Bartender

- Delivered high-end dining and cocktail service in a fast-paced fine-dining environment, offering expert food, wine, and craft cocktail recommendations to enhance the guest experience

Carnival Cruise Lines Ship Carnival Ecstasy, Galveston, TX, US Aug 2009-Feb 2010

Bar Waiter

- Provided professional bar and beverage service to international guests in a fast-paced cruise ship environment, ensuring excellent customer satisfaction and adherence to service standards

Grodno Regional Branch of the Belarus Red Cross Grodno, Belarus

Legal Specialist Aug 2007-Jun 2009

- Provided legal support on employment matters, including drafting, reviewing, and administering labor contracts in compliance with national labor law
- Maintained HR legal documentation covering personnel records, hiring and termination processes, internal policies, and employee compliance
- Advised management on legal and HR issues, ensured conformity with regulations, and supported internal investigations and disciplinary actions
- Prepared and reviewed civil contracts, including rental agreements and service agreements with external contractors

Grodno Regional Branch of the Belarus Red Cross — Grodno, Belarus

Regional Program Coordinator (Youth Program) — Jan 2007-Jun 2009

- Role equivalent to a Regional Project Manager, including planning, budgeting, reporting, and multi-stakeholder coordination
- Managed end-to-end implementation of a regional youth program across the Grodno Region, coordinating 18 local branches and volunteers while working with other youth-focused NGOs and government authorities
- Led regional monitoring and reporting, producing operational plans and donor compliance documentation
- Oversaw regional program budget execution; coordinated financial reporting and fund requests
- Recruited, trained, and managed youth volunteers and local coordinators; supported the establishment of youth councils and volunteer groups

Regional Community Project Coordinator — Oct 2006-Jun 2009

- Role equivalent to a Regional Project Manager, with responsibility for project planning, budgeting, reporting, and multi-stakeholder coordination
- Planned, coordinated, and implemented community-based mini-projects in six pilot regions, ensuring active participation of vulnerable groups
- Monitored project progress; conducted needs assessments and monthly analyses; managed allocated project funds; and prepared analytical and financial reports
- Built and maintained partnerships with local authorities, health and social protection departments, NGOs, and community leaders