

Contact

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(LinkedIn)

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(Portfolio)

Top Skills

Active Directory

Windows 7

Windows Server

Languages

Japanese (Elementary)

English (Native or Bilingual)

Russian (Limited Working)

Certifications

LFS101x:Introduction to Linux

Microsoft Certified Technology
Specialist: Windows 7

ITIL Foundation Certificate in IT
Service Management

LPIC-1

Publications

Weak Points in the Mass Distributed
Denial of Service Cloud Protection
frameworks

Tomasz Krupa

Technical Support Manager at Judopay
London, England, United Kingdom

Summary

I am an IT enthusiast with a passion for computing and in particular technical support. As Operations Manager in Lucera Financial Infrastructures my responsibilities included supporting Production/UAT/Dev/QA deployments of Linux based Fintech Fixed Income Aggregation software called Algomi ALFA into AWS and Azure cloud. ALFA software was created in house for processing, normalization and structuring of market data received from selected data venues. I was responsible for maintaining Algomi ALFA running on EC2/VM server stack (earlier version) and containerized version running on Amazon Elastic Kubernetes Service (latest version). Maintaining backend systems, monitoring application logs using ELK stack required pro-active and focused approach, whilst working closely with DevOps Department and R&D I had a chance collaborating on projects which were mostly focused on creating semi-automated tools based on Linux bash scripts and Python, which then has been successfully put into Production allowing distributed monitoring of multiple Kubernetes nodes and orchestrating them.

I work with Linux Debian, RedHat Enterprise Servers and MS Windows Server 2008/2012 Operating Systems professionally for nearly eight years now. As a hobbyist I have got more than twelve years' experience with Debian desktop environments.

I'm a big fan of Open Source software in general, currently studying for AWS Sys-Ops Associate and Solutions Architect Certification, gaining experience with Python programming language and Open University Foundation Degree course in Software Engineering (Java)- which I have completed successfully as of 15/06/2020.

Experience

Judopay

Technical Support Manager

June 2021 - Present (1 year 7 months)

London, England, United Kingdom

Delighted to be joining such a great company with many talented people and looking forward being part of the success story.

Lucera Financial Infrastructures

Operations Manager

March 2020 - April 2021 (1 year 2 months)

London, England, United Kingdom

✓Algomi Limited was purchased by Lucera Connectivity Limited, a company registered in England & Wales (company number 03027028) on 6 March 2020 ("Lucera Connectivity"). Lucera Connectivity is a subsidiary of BGC Partners, Inc. (NASDAQ: BGCP)

✓the name may change, but the team remains the team

Algomi

Operations Manager

May 2017 - April 2021 (4 years)

One America Square 17 Crosswell, London EC3N2LB

✓responsible for deploying and configuring systems using Terraform orchestration tool based on AWS AMI "gold images" created using Ansible scripts and Kubernetes containers. As we are working towards multi services container-based systems I'm also researching available Kubernetes tools

✓managing multi-tenant AWS environments requires design and maintaining IAM polices in line with Corporate security- ensuring separation between development and production accounts

✓protecting integrity of the data in the Disaster Recovery scenario and as a part of Business Continuity Plan

✓implementing backup strategies for on-site and Cloud environments using AWS Storage Gateway and EBS snapshots using AWS Backup services

✓agile development using Open Source software to deliver Multi A-Z and Highly Available deployments of EC2 instances, RDS databases and Kubernetes containers in AWS Cloud, VM/MariaDB/AKS clusters into Microsoft Azure

✓ensure that patches are delivered in timely manner to clients in Production and UAT environments and that accurate records are maintained

✓delivering solutions and consulting clients on engineering projects, helping in design most efficient architecture as per customer requirements

✓developing all-encompassing monitoring systems based on Open Source solutions available (ELK stack for logs processing, Grafana for visualisation and dashboards, AWS CloudWatch/Lambda and Prometheus/Alerta for system metrics)

✓ensure successful testing of CI/CD Pipeline for any Kubernetes/Ansible flows- working closely with DevOps department

Databarracks

Infrastructure and Data Protection Specialist

March 2013 - April 2017 (4 years 2 months)

9 Park Hill, London SW4 9NS

- ✓supporting customers with Cloud Backup solutions using Asigra software
- ✓assisting the Asigra SME in maintaining the back-end systems including Linux OS's (Red Hat Enterprise Linux Server) and PostgreSQL databases
- ✓configuring Windows Server 2003, 2008 R2 for Cloud Backup deployment using Zerto replication software and PowerShell automation tools
- ✓proactively support allocated key client backup and replication checks
- ✓assisting Asigra SME in testing/QA of new Asigra releases
- ✓undertaking system patching, Windows and Linux OS upgrades and workload migration from Physical/Virtual environment (VMware) to Public Cloud (AWS/Azure)
- ✓assisting the Service Desk Manager in developing training and testing strategy for the Asigra technicians and in developing related materials and exercises
- ✓undertaking R&D tasks as assigned by the business

Hackett London

1st Line Support

January 2013 - March 2013 (3 months)

4 Maguire Street, Butlers Wharf, SE12NQ London

- ✓working with Service Desk Plus system, responding to users tickets, assigning tickets to other members of staff
- ✓serving user base up to 100 users (UK based), 100+ users worldwide (Spain, Denmark, Japan)
- ✓working in Windows XP, Windows 7, Windows Server 2008 AD and MacOS 10.5.6 environment
- ✓setting up desktop computers and laptops up to company's guidelines, configuring corporate email using Outlook and Exchange Server, setting up network printers, configuring network connectivity for users, creating hard drive images using Acronis and Norton Ghost software, training users on how to use Microsoft Office products
- ✓dealing with day-to-day requests in high pressurised office environment, making sure that all the tasks meet set deadlines

✓servicing computers in different sites (Main Office plus three offices outside), logging in remotely using UltraVNC and TeamViewer software

Harvey Nichols

Chef de Partie to Senior Chef de Partie

June 2008 - January 2013 (4 years 8 months)

109 - 125 Knightsbridge London SW1X 7RJ

- ✓putting up new menu ideas which require creativity and use of my own initiative
- ✓ensuring high standards at all times- involves attention to detail in identifying and rectifying any problems
- ✓running fish and sauce section required very good organisational skills, as a section leader I had to use my own initiative
- ✓I was responsible for the kitchen in absence of Head Chef and Sous Chefs
- ✓serving an average of 100 customers a day in high pressured environment required excellent time management skills
- ✓working different shift patterns often at very short notice- I had to be very flexible
- ✓working in a team of 12 chefs where I developed excellent teamwork abilities in order to get tasks done efficiently

Skylon Restaurant Ltd

Chef de Partie

March 2008 - May 2008 (3 months)

Royal Festival Hall London SE1 8XX

- ✓serving an average of 300 customers a day in high pressured environment
- ✓working alongside (and training) two apprentice chefs which required a lot of patience and very good communication skills, escalating issues that I was unable to resolve to senior management

Harvey Nichols

Commis Chef to Demi Chef de Partie

April 2006 - March 2008 (2 years)

109 - 125 Knightsbridge London SW1X 7RJ

- ✓coming to the kitchen without any background required me to learn very fast, be organized and manage my time effectively
- ✓as a Demi Chef de Partie I was responsible for assisting Chef de Partie on a different sections in kitchen which required quick learning and organizational skills also working in high pressured environment and under stressful conditions

Tesco

Cashier, Customer Service

November 2004 - June 2005 (8 months)

Pojezierska 93, Łódź-Baluty Area, Poland

✓ part-time job during my studies, was responsible for handling cash throughout trading hours also for resolving customer queries

Eurofruct- Trade and Services Company

Sales Advisor

June 2004 - October 2004 (5 months)

Lagiewnicka 43, Busko-Zdroj, Kielce Area, Poland

✓ my first job in small, family-run company, was responsible for searching for new, local markets, trade negotiations and cash handling

Education

The Open University

Foundation degree, Computing and IT Practice · (2014 - 2018)

Network Professional Programme, Just IT Training Ltd, London

Information Technology · (2011 - 2014)

University of Lodz

International Affairs · (2003 - 2005)

Liceum Ogólnokształcące im. A. Dygasńskiego, Chmielnik, Poland

A-Level (equivalent), subjects including History, English, Computing, Maths, Physics · (1998 - 2002)

Szkola Podstawowa im. A. Krzyżanowskiego, Busko Zdroj, Poland

GCSEs (equivalent), subjects including Maths and English · (1990 - 1998)