

Ivan Igrc

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SUMMARY

As a skilled DevOps and Linux System Administrator with experience in SRE (Site Reliability Engineering), I bring a unique blend of expertise to the table. With a deep understanding of Linux and DevOps principles, I am capable of building, managing, and maintaining complex systems with ease.

Overall, my experience in DevOps, Linux System Administration, and SRE enables me to ensure the smooth operation of IT systems, improve system performance, and enhance the overall user experience. My problem-solving skills and ability to work collaboratively with stakeholders at all levels of the organization make me an asset to any team.

PERSONAL INFORMATION

Name: Ivan Igrc

Date and place of birth: 4. February 1986., Zagreb

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Website: [Ivan Igrc portfolio](#)

[LinkedIn - Ivan Igrc](#)

EDUCATION

2000. - 2004. High school Sesvete - IT technician

SKILLS

Proficient Troubleshooting
Innovative and able to think out of the box
Strong Google-fu
Linux OS - CentOS/RedHat, Ubuntu
Configuration Management - Ansible (tried others too)
Version Control- Git
Web Servers - Apache2 , nginx
BASH scripting
Monitoring - Nagios, Zabbix
Cloud Providers - GCP, DO
Jira/Confluence experienced
Mail Server- Exim, Postifx (worked also with Mailman, Qmail , Sendmail)
IoT devices (home automation)
Backup - tar, scp, rsync , sftp , zip, gzip
Security - SSH, SSL, IPTables
Databases - MySQL
Installation Techniques - RPM , Source
Virtualization Tools - LXD, OpenVZ
Control panels - cPanel, Plesk, DirectAdmin
Also worked with: Docker, Python, WordPress, LDAP, ZFS, AMQ, JDK

WORK EXPERIENCE

April 2019. - present - 2e-systems d.o.o.
Linux system administrator / SRE engineer

- infrastructure administrator for LIVE/PRE/INT/TEST systems
- closely working with developers to resolve any issues
- 24/7 on-call technician for infrastructure and customer support
- on occasion local IT support (machine/account provision)
- operational support

August 2018. - March 2019. - Zipato d.o.o.
System administrator / DevOps engineer

- managing internal infrastructure
- IoT devices (home automation)

- support for our devices
- Yocto - creating an embedded linux system
- Zabbix monitoring

April 2014. - August 2018. - TouchSupport
L3 Linux support technician

- web hosting support technician
- managing our own infrastructure
- various control panels: cPanel, Plesk, DirectAdmin
- various helpdesk: Kayako, WHMCS, Zendesk and many more
- advanced troubleshooting skills of familiar and unfamiliar technologies
- direct contact to Datacenters from all around the world
- managing scheduling for over 50 employees with 24/7 coverage
- working on various projects
- Shift Lead
- monitoring system performance, managing backups
- written reports to company managers

December 2011.- March 2014. Auro domus d.o.o.

- an employee in office for purchasing precious metals
- manager for twenty offices
- organization of workers for holidays and sick days
- making daily and weekly reports
- IT support for offices that were under me
- cooperation with Croatian police on robberies and burglaries
- collecting documentation for office billboards
- orders for office supplies
- education of staff

June 2011.- November 2011. Bol-Tom d.o.o.
fabrication and installation of PVC doors and windows

- production of PVC windows and doors from plain materials to finished products ready to be installed
- installation on various buildings

September 2009.- December 2010. Company Bokart

- glazier (glass cutting, grinding, drilling, and other processing)
- preparation and manufacturing art glass in glass ovens (fusion)
- working on CNC machine for glass
- installation: glass doors (various systems), kitchen walls, artworks

- measurement
- creating work orders, arranging assemblage
- working with reputable artists

June 2009. - September 2009. Company Kaltak

- working on assemblage aluminum facade on shopping mall Westgate

July 2004.- May 2009. - Company for selling and manufacturing PVC doors and windows
“IGA”

Leader of the showroom - Sales specialist

- organizing businesses of the showroom
- organizing of assemblage and measurement
- making offers
- receiving and sending orders
- marketing
- education of staff
- warehouse control
- contact with customers and suppliers
- working in manufacturing

MISCELLANEOUS

Foreign language English: active in speaking and writing

Drivers license

Marriage status: married

Hobby: football, bicycling