



Wojciech Błaszowski

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Senior Linux Administrator / DevOps / Technical Lead
with 25+ years in production and enterprise operations.

Specialized in reliability, security, automation and RCA.
Strong in Linux & application debugging, performance tuning.

Core strengths:

- Production operations & 24/7 on-call support
- Incident response, triage, escalation, RCA
- Linux OS debugging & system troubleshooting (systemd, logs, runtime behavior)
- Application debugging (web/PHP stack support)
- Bottleneck analysis and performance optimization (CPU/IO/memory/network)
- Automation & standardization (Puppet, Ansible, Rundeck, Bash)
- ITSM / ITIL4 / Change management (ServiceNow)
- Security operations: vulnerability management & patching (Qualys), CyberArk PAM access mgmt
- Kubernetes & GitOps operations (Argo CD, kubectl, provisioning support)
- VMware platform operations (ESXi clusters, NSX; Terraform basics)
- Networking: segmentation/DMZ/firewall; VPN (OpenVPN/WireGuard/Ipsec)
- UniFi stack operations (UDM, USW, UAP; VLAN/policies)
- Storage & file services (Hitachi HNAS operator; NFS/Samba, mdadm)

Skills:

- Operations / Reliability: Production Support, Incident Management, Problem Management, Root Cause Analysis (RCA), On-call, Service Reliability, Troubleshooting
- Linux Systems: Linux Administration (RHEL, SLES, Ubuntu, Debian), systemd, Bash, Packaging (.rpm/.deb), Systems Management (SUSE Manager, Red Hat Satellite)
- Debug & Performance: Linux Debugging, Application Debugging, Performance Tuning, Bottleneck Analysis, Observability, Logging
- Automation / DevOps: Puppet, Ansible, Rundeck, Git, Jenkins, Azure DevOps, CI/CD, Release Support, Docker
- Kubernetes: Kubernetes Operations, GitOps, Argo CD, kubectl, Cluster Provisioning (ops support)
- Security: Qualys Vulnerability Management, Security Patching, Vulnerability Mitigation
- Infra / Virtualization / Storage: Proxmox VE, VMware ESXi, VMware NSX, VMware VCF (fundamentals), HPE OneView, Bare-metal Operations, Hitachi HNAS (Operator), NFS, Samba
- Networking: VPN (OpenVPN, WireGuard, IPsec), Network Segmentation, DMZ, Firewall, UniFi (UDM/USW/UAP), VLAN
- Applications: WordPress (ops/support/performance), Metabase (ops/support)
- Process Compliance: Company Processes Analysis and Improvement
- Mentoring: Team Mentoring, Internal
- LLMs: prompt engineering for scripts and SEO
- Web Application: Apache, Nginx, MariaDB, MySQL, Systemd custom services for Web Apps.

Experience:

Kyndryl - *Senior Team Technical Lead / Senior Linux Administrator* (2021–Present)

- Enterprise production operations in a process-driven environment (ITIL4/ServiceNow)
- Operate and support Linux platforms in production (800+ servers); 24/7 on-call, incident response, escalation handling
- Drive root cause analysis (RCA) and corrective/preventive actions
- Work with ServiceNow (incidents/requests/changes) and change management (planning, risk, maintenance windows, post-checks)
- Support CI/CD and release workflows (Jenkins, Azure DevOps, Git)
- Security operations: Qualys vulnerability management, reporting, mitigation; execute security patching cycles
- Kubernetes/GitOps operations: Argo CD, kubectl; support provisioning and day-2 ops
- Automation & orchestration: Rundeck, Bash, Puppet-based automation and configuration standardization
- Platform operations: VMware ESXi clusters, NSX (Terraform basics in automation/change context), SuSE Enterprise Linux, RHEL, CyberArk PAM access management and App Integration
- Observability/logging: ElasticSearch, Kibana, rsyslog; event analysis and troubleshooting

IBM - *Advisory IT Specialist* (2021)

- Enterprise operations support with ITSM/ServiceNow
- Process-driven change support (ITIL) and operational standards
- Escalations and coordination in corporate environments

LinuxAdmin.pl / SysGroup.pl - *Linux Administration / DevOps (Client Services)* (2018–2021)

- Infrastructure automation with Ansible; operational monitoring with Nagios
- Security hardening, patch planning and execution (maintenance windows)
- CI/CD support for application delivery
- Linux OS and application debugging; bottleneck analysis and optimization (OS/network/app layers)

Domena.pl / Agnat - *Administrator / L1–L3 Support / On-call* (2004–2018)

- Hosting provider operations (web/mail/db/backup/security), PLD Linux.
- End-to-end service operations, troubleshooting and customer support (L1–L3)
- On-call incident handling and service continuity
- Server hardware administration (Dell PowerEdge, Supermicro)

DomainMaker.pl / Agnat - *Linux / Internet Domains / Server Administrator* (2008–2009)

- VPS/vServer operations (PLD Linux, Debian)
- EPP domain operations including NASK EPP (operations/integrations)
- Server hardware administration (Dell PowerEdge, Supermicro)

Tools / Technology:

ServiceNow (SNOW), ITIL4, Qualys VM, Jenkins, Azure DevOps, Git, Puppet, Ansible, Rundeck, Bash, Kubernetes, Argo CD, Proxmox VE, Docker, VMware ESXi, VMware NSX, Terraform (basic), SUSE Manager, Red Hat Satellite, ElasticSearch, Kibana, Grafana, rsyslog, Nagios, NFS, Samba, Hitachi HNAS, OpenVPN, WireGuard, IPsec, UniFi (UDM/USW/UAP), VLAN, WordPress, Metabase.

Education:

University of Information Technology in Bydgoszcz

- M.Sc. studies in Computer Science (2011–2013)
- B.Eng. studies in Computer Science (2009–2011)