

Resume: Dominik Wombacher

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Contact

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Languages: English (fluent), German (native)

Personal

- Enjoying my side projects and open source contribution
- Troubleshooting and solving tricky / "unresolvable" issues
- Learning new things and improving Skills
- Spending time with my family and my dogs

Summary

- Since 2002 experience in IT support, engineering, consulting
- 2nd and 3rd level support
- Project and people Management
- ITIL based Operations, Incident and Change handling
- DevOps, Automation and Software development
- Virtualization, High-Availability and Storage

- Datacenter, Hosting and IT-Outsourcing
- Various certifications from Red Hat, SUSE, SAP, Cisco, NetApp and others
- Quick comprehension, team worker, conscientious, service and solution oriented

Job History

Focus on my permanent Position with NTT Germany since March 2019

August 2020 - present

Position: Head of Operations (L4) | Permanent
Company: NTT Germany AG & Co. KG | Bad Homburg
Sector: Network & IT Services

Summary:

- Datacenter Infrastructure responsibility
- Lead of Operations Team (L1, L2, L3) located in DE and CZ
- Support and coordinate global delivery units
- Acting as emergency support and escalation contact
- Mentoring, knowledge transfer and Documentation
- Insourcing, Budget Planning and Cost Optimization
- Configuration and Patch Management
- Automation and Development
- ITIL based Ticket and Incident handling
- Establishing and optimize operational processes

Technologies, Products, Tools:

- VMware vSphere, Cisco (UCS, Nexus, Catalyst, MDS, ASR, ASA), F5 Big-IP LTM, NetApp (ONTAP 9 - FAS, AFF, Metro Cluster), SAP HANA TDI
 - SUSE SLES 12 / 15, Red Hat 7 / 8, Oracle Linux 7 / 8, openSUSE Leap 15, openSUSE MicroOS/ JeOS, Windows Server 2012 R2 / 2016
 - SUSE Manager 4 / Uyuni, Red Hat Satellite 6, AWX, Gitea, Jenkins, iTop / TeemIP, TeamPass, NetBox, Observium, Grafana, Docker, Kubernetes
 - NetApp SnapManager / SnapCenter (Oracle Database, SAP HANA Database), Commvault (Files, Oracle Database, SAP HANA Database, Microsoft SQL)
 - Sophos Anti-Virus, CyberArk Privileged Access Manager, Cisco vWSA, Cisco ISE, Tufin, Microsoft Active Directory and DNS
 - Python, Ansible, Scripting (Bash, Powershell), F5 iRules, RPM Packaging, TCPdump / Wireshark, BGP, HSRP, LACP, IPSec VPN
 - Microsoft Azure, Jira, Confluence, Service-Now, HP Service Center, Cisco UCS Manager / Central, Sharepoint, BMC Control-M, Seal Systems Plossys
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March 2019 - July 2020

Position: Lead Engineer Operations (L3) | Permanent

Company: NTT Germany AG & Co. KG (formerly Dimension Data) | Bad Homburg

Sector: Network & IT Services

Summary:

- ITIL based Operations Support, Ticket and Incident handling
- Establishing and optimize operational and deployment processes
- Datacenter Infrastructure Support, Optimization and Architecture
- Knowledge transfer and Documentation
- Configuration and Patch Management
- Automation and Development
- 24/7 On-Call support

Technologies, Products, Tools:

- VMware vSphere, Cisco (UCS, Nexus, Catalyst, MDS, ASR, ASA), F5 Big-IP LTM, NetApp (ONTAP 9 - FAS, AFF, Metro Cluster), SAP HANA TDI
- SUSE SLES 12 / 15, Red Hat 7, Oracle Linux 7, Windows Server 2012 R2 / 2016
- SUSE Manager 4 / Uyuni, Red Hat Satellite 6, Jenkins, iTop / TeemIP, TeamPass, Observium, Grafana
- NetApp SnapManager (Oracle Database), Commvault (Files, Oracle Database, SAP HANA Database, Microsoft SQL)
- Sophos Anti-Virus, CyberArk Privileged Access Manager, Cisco vWSA, Cisco ISE, Tufin, Microsoft Active Directory and DNS
- Python, Ansible, Scripting (Bash, Powershell), F5 iRules, TCPdump / Wireshark, BGP, HSRP, LACP, IPsec VPN
- Jira, Confluence, Service-Now, HP Service Center, Cisco UCS Manager / Central, Sharepoint

Januar 2007 - present

Position: Self-Employed / Company owner / Freelancer
Company: various
Sector: various

Summary:

- 2nd / 3rd Level Support
- ITIL / Operations
- DevOps / Software Engineering
- Virtualization / Storage
- Datacenter / Hosting
- IT Outsourcing
- Onsite Support
- Consulting
- Project Management
- People Management

Technologies, Products, Tools:

- openSUSE (42, Leap 15, Tumbleweed - MicroOS, JeOS), FreeBSD (12), Debian (7 - 10), Ubuntu (16.04, 18.04), CentOS (7), Oracle Linux (7 / 8), Red Hat Enterprise Linux (7 / 8), Windows Server (2000 - 2016), Windows (2000 - 10)
- Proxmox, KVM, FreeBSD Jails, Docker, Podman, Kubernetes (k8s, k3s), LXC, VMware vSphere, Microsoft Hyper-V
- MySQL / MariaDB, PostgreSQL, SQLite, Microsoft SQL, Bareos, Icinga, Check_MK, Microsoft Remote Desktop
- Python, Ansible, Scripting (Bash, PowerShell), PHP, HTML, CSS, JavaScript, Go, C#, VB.Net, Java, Make
- Wireguard, IPSec, OpenVPN, Puppet / Foreman, DRBD, Pacemaker, Corosync, DHCP, DNS (Bind, PowerDNS, Windows)
- Microsoft Exchange (2000 - 2013), Stratus everRun, OTRS, OPSI, Securepoint UTM, JTL Wawi, Lexware, Datev, MailStore
- Git, Gitea, Gitlab, Github, Pagure, Cgit, Open Build Service, RPM Packaging, FreeBSD Ports, Container Images (OCI)
- VIM, Screen / Tmux, Eclipse, Visual Studio Code / VSCodium

July 2006 - July 2007

Position: Systemadministrator
Company: IT-Service M+W Grossostheim GmbH
Sector: IT & Telecommunication

Short Summary

- 2nd Level Support
- ITIL / Operations
- IT Outsourcing

August 2003 - July 2006

Position: Apprentice Computer Science Expert (System Integration)

Company: IT-Service M+W Grosostheim GmbH

Sector: IT & Telecommunication

Short Summary

- 1st / 2nd Level Support
 - End-User Helpdesk
 - Onsite Support
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January 2002 - July 2003

Position: Support Engineer

Company: Prosol Spraytechnik GmbH | Kleinostheim

Sector: Aerosol manufacturing

Short Summary

- 1st Level Support
- End-User Helpdesk
- Onsite Support

Project History

Extract from the last few years

August 2016 - February 2019

Position: Service Delivery Support Engineer (L2) | Freelancer
Company: Dimension Data Germany AG & Co. KG | Bad Homburg
Sector: Network & IT Services

Summary:

- ITIL based Operations Support, Ticket and Incident handling
- Establishing and optimize operational and deployment processes
- Datacenter Infrastructure Support, Optimization and Architecture
- Knowledge transfer and Documentation
- Configuration and Patch Management
- Automation and Development
- 24/7 On-Call support

Technologies, Products, Tools:

- VMware vSphere, Cisco (UCS, Nexus, Catalyst, MDS, ASR, ASA), F5 Big-IP LTM, NetApp (ONTAP 9 - FAS, AFF, Metro Cluster), SAP HANA TDI
- SUSE SLES 11 / 12, Red Hat 7, Oracle Linux 7, Windows Server 2008 R2 / 2012 R2 / 2016
- SUSE Manager 3, Red Hat Satellite 6, Jenkins, TeemIP, TeamPass, Observium
- NetApp SnapManager (Oracle Database), Commvault (Files, Oracle Database, SAP HANA Database, Microsoft SQL)
- Sophos Anti-Virus, CyberArk Privileged Access Manager, Cisco vWSA, Cisco ISE, Tufin, Microsoft Active Directory and DNS
- Python, Ansible, Scripting (Bash, Powershell), F5 iRules, TCPdump / Wireshark, BGP, HSRP, LACP, IPsec VPN
- Jira, Confluence, Service-Now, HP Service Center, Cisco UCS Manager / Central, Sharepoint

June 2015 - August 2015

Position: Datacenter Engineer, Consultant | Freelancer
Company: CGM Deutschland AG | Koblenz
Sector: Medical IT Services

Short Summary

- Monitoring System (Check_MK)
- Linux High-Availability Cluster (Ubuntu, Pacemaker, Corosync, DRBD)
- Configuration Management (Puppet / Foreman)
- Backup (Bareos)

February 2015 - May 2015

Position: Datacenter Engineer, Project Management | CEO Wombacher.IT GmbH
Company: JTL-Software GmbH | Remote
Sector: Independent Software Vendor (ISV)

Short Summary

- Proof of Concept & Project Management: Private Cloud Hosting for End-User
 - Private Cloud Environment (Microsoft Hyper-V, Windows Server 2012 R2, Microsoft SQL Server 2012 Express and Remote Desktop Services)
 - Deployment Automation with Ansible and Powershell
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November 2014 - January 2015

Position: Consultant, Project Manager | CEO Wombacher.IT GmbH
Company: MAIREC Edelmetall GmbH | Alzenau
Sector: precious metals trade

Short Summary

- Physical to Virtual Migration (Stratus everRun fault-tolerant Cluster)
- Deployment and Migration (Microsoft Windows 2012 R2, Exchange Server 2013, Sharepoint, CentOS, Ubuntu, OTRS, OPSI)
- Migration of ERP System based on RedHat Linux to CentOS
- Firewall High-availability Cluster (Securepoint)
- CMDB and Ticketsystem (OTRS)
- Software Rollout (OPSI)
- ITIL based Support

Certifications

- 09/2021:** SUSE Certified Administrator in SUSE Manager 4
- 09/2021:** Red Hat Certified Specialist in Linux Diagnostics and Troubleshooting
- 06/2021:** Red Hat Certified Specialist in Advanced Automation: Ansible Best Practices - Ansible 2.8, Tower 3.5 & Enterprise Linux 8
- 05/2021:** Red Hat Certified Engineer - Ansible 2.8 & Enterprise Linux 8
- 05/2021:** Red Hat Certified System Administrator - Enterprise Linux 8
- 11/2020:** SAP Certified Technology Associate - System Administration (SAP ASE) with SAP NetWeaver 7.5
- 11/2020:** SAP Certified Technology Associate - System Administration (Oracle DB) with SAP NetWeaver 7.5
- 10/2020:** NetApp Certified Storage Installation Engineer, ONTAP (NCSIE)
- 10/2020:** NetApp Certified Technology Associate (NCTA)
- 10/2020:** SAP Certified Technology Associate - System Administration (SAP Max DB) with SAP NetWeaver 7.5
- 02/2020:** Understanding of Cisco Network Devices - Level 200
- 05/2020:** SUSE Certified Engineer (SCE) in Enterprise Linux 12
- 11/2019:** SAP Certified Technology Associate - System Administration (SAP HANA) with SAP NetWeaver 7.5

10/2019: SAP Certified Technology Associate - OS/DB Migration for SAP NetWeaver 7.52
09/2019: Linux Professional Institute LPIC-1
08/2019: Cisco Certified Network Associate Routing and Switching (CCNA)
06/2019: Cisco Certified Entry Networking Technician (CCENT)
06/2019: ITIL Foundation v4 Certificate in IT Service Management
08/2019: SUSE Certified Administrator (SCA) in Enterprise Linux 12
02/2019: VMware vSphere 6.5 Foundations
01/2019: CyberArk Certified Trustee - Level 1
12/2018: SUSE Certified Administrator (SCA) in Systems Management / SUSE Manager 3
02/2015: Securepoint UTM Advanced Certified Engineer Platinum Level
07/2014: Microsoft Certified Professional (Exam 410 - Windows Server 2012)
04/2014: Securepoint UMA Certified Engineer Gold Level
02/2014: Auerswald PBX Level 3
11/2013: IHK Aschaffenburg Ordinance on Aptitude of Instructors (Ausbildereignungspruefung)
04/2013: Microsoft Certified Technology Specialist (SBS 2011)
10/2012: Securepoint Certified UTM Engineer Gold Level
10/2012: Securepoint Certified UTM Engineer Silver Level
10/2012: Securepoint UTM Network Expert Bronze Level
08/2009: Agfeo PBX Smart Home (WAC / EIB / KNX)
10/2008: Agfeo PBX ISDN over IP
08/2008: Agfeo PBX Gold Level
06/2008: Agfeo PBX Silver Level
04/2008: Agfeo PBX Bronze Level