

Joshua Zarazovski

Technical Support Engineer | Aspiring DevOps Engineer

Relevant Experience

DevOps Assistant – **KubeCraft** Current

Actively participating in KubeCraft's hands-on DevOps internship program, focused on building production-ready skills through real-world labs, coaching, and project execution. Current focus includes:

- Linux system administration
- Kubernetes fundamentals and homelab deployment
- CI/CD pipelines (GitHub Actions, Azure DevOps)
- Infrastructure as Code (Terraform)
- Monitoring and Observability basics
- Personal branding and job search strategy

Completing projects and challenges with feedback from senior engineers. Building a public portfolio and preparing for job interviews through structured learning and mentorship at <https://www.skool.com/kubecraft/about>

Senior Application Support Engineer – **LivePerson** Current

- Technical Support & Incident Management: Leverage enterprise ticketing systems and incident response platforms to orchestrate rapid resolution of high-severity production incidents, maintaining strict SLAs and minimizing service downtime for global enterprise clients.
- Diagnostics & Platform Monitoring: Utilize the ELK Stack and Google Cloud Platform (GCP) logs to perform deep-dive diagnostic investigations into platform stability, while leveraging Grafana and Datadog for real-time performance monitoring and proactive telemetry analysis.
- Customer Education, Solutions, & Documentation: Deliver high-touch technical guidance and maintain a comprehensive Confluence knowledge base. Utilize JavaScript to architect custom client solutions and design advanced conversational flows that optimize platform engagement.
- Cross-Functional Collaboration & Code Contribution: Partner closely with core engineering and product teams via Slack, utilizing GitLab to review, debug, and contribute code, ensuring seamless feedback loops between support and development.

Automation Engineering: Engineered a highly professional migration utility that programmatically parses and converts LivePerson Functions (FaaS) code into the optimised Version 2 format, significantly accelerating legacy environment modernisation and reducing manual developer overhead.

API/Developer Support, Ecosystem – **Atlassian** 2023-2025

- Developer Relations & Technical Support: Acted as the primary point of contact for external developers integrating with Atlassian's ecosystem, leveraging Jira to systematically triage, investigate, and resolve complex technical inquiries and platform bottlenecks.
- Full-Stack Code Debugging: Analyzed and debugged partner- and developer-facing application codebases across diverse environments—including Node.js, Express, React, and Java—to isolate integration errors, runtime bugs, and API payload discrepancies.
- API Testing & Validation: Conducted rigorous API validation and integration testing using Postman and cURL, identifying platform-level regressions and collaborating directly with core engineering to hotfix issues while keeping public API documentation precise and current.
- Cross-Functional Collaboration: Liaised with multi-disciplinary stakeholders across engineering, product, legal, and sales teams to align on security compliance, platform deprecation roadmaps, and enterprise-grade integration guidelines.
- Knowledge Management: Curated and expanded internal and external developer knowledge bases, authoring clear troubleshooting guides, code samples, and architecture patterns to accelerate partner onboarding.
- Strategic Delivery & Hackathons: Consistently met and exceeded key quarterly goals across individual, team, and company levels, while actively participating in Atlassian's ShipIt hackathon to prototype next-generation ecosystem tools.

Cloud Engineer/ Magento Developer – **AussieStrength** 2022-2023

Enterprise Technical Support Engineer – **WordPressVIP** 2020-2022

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Technical Skills

Kubernetes & Containers: Kubernetes, Docker, Rancher Desktop, kubectl, k9s, Helm; Pods, Deployments, Services, Namespaces, ConfigMaps, Secrets, Persistent Volumes and Persistent Volume Claims

Linux & Automation: Ubuntu Server, Debian-based Linux, RHEL-based Linux, Arch Linux; Bash, Python, SSH, systemd, package management, permissions, process and log troubleshooting

Infrastructure & CI/CD: Terraform, Infrastructure as Code (IaC), Git, GitHub, GitHub Actions, CI/CD fundamentals, YAML, JSON, HCL

Monitoring & Observability: Prometheus, Grafana, Alertmanager, kube-prometheus-stack, ELK Stack

Cloud Platforms:

Google Cloud Platform (GCP): Compute Engine, Cloud Storage, VPC networking, IAM, Cloud Run, Cloud Functions, Cloud Monitoring, Cloud Logging, Cloud SQL, Firestore, Pub/Sub and Google Kubernetes Engine (GKE); currently preparing for the Associate Cloud Engineer certification

Amazon Web Services (AWS): EC2, S3, VPC, IAM, Lambda, CloudWatch, CloudTrail, RDS, DynamoDB, SQS and SNS

Networking & APIs: TCP/IP, DNS, HTTP/S, SSH, REST and SOAP APIs; curl, Postman, ping, traceroute, nslookup and tcpdump

Security & Identity: IAM, SSO, SAML, OAuth 2.0, OpenID Connect, JWT and cybersecurity fundamentals

Software Development: JavaScript, Python, Bash, Node.js, React, Next.js, Flask, HTML, CSS, Tailwind CSS, SQL and NoSQL fundamentals

Collaboration Tools: Jira, Confluence, Slack, Trello and Zendesk

Homelab Project

Kubernetes Homelab — In Progress

- Deployed and managed Kubernetes workloads using Rancher Desktop, kubectl and k9s, including Pods, Deployments, Services, ConfigMaps, Secrets and persistent storage.
- Used Helm repositories, custom values.yaml files and release lifecycle commands to install, configure and upgrade Homarr and kube-prometheus-stack.
- Implemented Kubernetes monitoring with Prometheus, Grafana and Alertmanager, providing visibility into cluster, namespace and Pod CPU and memory usage.
- Diagnosed a CreateContainerConfigError using Kubernetes Events and kubectl describe, identified a missing Secret dependency and restored the workload successfully.
- Currently building a dedicated k3s homelab on Ubuntu Server, with Cloudflare DNS and Zero Trust Tunnel access being prepared for securely published services.

Certifications

AWS – Certified Cloud Practitioner (CLF-C02)

ISC2 – Certified in Cybersecurity

Google Cloud ACE — In Progress - Exam prep