

QUENTIN DAEMS

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DevOps Engineer | AWS/GCP Cloud | Python | Kubernetes & Docker | Collaborative & Problem-Solving | SQL Database | PostgreSQL

SUMMARY:

As a DevOps Engineer, I bring a wealth of technical expertise in building and managing highly available, scalable, and fault-tolerant software systems. I am proficient in a range of DevOps tools, including Git, Jenkins, Ansible, Docker, Kubernetes, AWS, GCP, DigitalOcean and have experience designing and implementing CI/CD pipelines, infrastructure as code, and monitoring and logging solutions. I have a strong understanding of software development methodologies, including agile, Scrum, and Kanban, and possess hands-on experience in automating testing, deployment, and monitoring processes. My ability to write scripts in languages such as Python, Bash & Terraform has helped me automate various tasks, improve efficiency, and reduce manual errors. With a keen eye for detail and a passion for delivering high-quality software releases, I am adept at troubleshooting and resolving complex technical issues, working collaboratively across teams, and continuously improving processes to achieve business objectives.

SKILLS:

- Programming languages (Python, Bash, JS)
- Configuration management tools (Ansible, Chef, Puppet)
- Networking and Infrastructure Technologies (e.g. VPC, VPN, DNS)
- Cloud platforms (AWS, GCP), Supabase, Railway
- Infrastructure as code (IaC) tools (Terraform, CloudFormation)
- Problem-solving and troubleshooting skills
- Networking: Routing, Switching, IGMP, ACL, VLAN, STP, BPDU, MSTP, Firewall, Mikrotik, HP, Aruba, Ruckus, Juniper, Cisco, GNS3, evening
- Virtualization Tool: ESXi, Virtual Box, Proxmox
- DevOps: Zabbix, Graylog, Nginx
- Version control tools (Git, SVN)
- Monitoring and logging tools (Prometheus, Grafana, ELK stack)
- CI/CD pipelines and tools (Jenkins, Github Action)
- Scripting languages (Bash, Python)
- Operating Systems: CentOS, Ubuntu, Debian, Windows, Linux.
- Communication and collaboration skills.
- AWS services (EC2, S3, Lambda, IAM, Load Balancing, Autoscaling, RDS, CloudFormation)
- GCP services (Cloud Run, CR, Bucket, Registry, Artifact, Memorystore, Compute Engine)
- Containerization tools (Docker, Kubernetes, Rancher)
- Web: HTML, CSS, SAAS, JS, TypeScript, React, NextJS, TailwindCSS

WORK EXPERIENCE:

Vice President Operations, EMEA & APAC

DEC/2019 – PRESENT

GuestTek, Poland

Key Responsibilities:

- Successfully managed a team of 25 employees across 3 regions, overseeing the successful completion of 200+ projects annually, and generating more than \$12 million in annual revenue.
- Setting and driving the strategic direction of the DevOps function in alignment with the overall business objectives.
- Overseeing the development and implementation of DevOps practices and methodologies that enable continuous delivery, testing, and deployment of software.
- Managing a team of engineers and ensuring that they have the necessary skills, resources, and tools to deliver on the company's goals.
- Building and maintaining relationships with stakeholders across the business, including software developers, quality assurance professionals, and product managers.

- Collaborating with cross-functional teams to identify opportunities for improving processes, tools, and infrastructure.
- Developing and managing budgets, tracking expenses, and ensuring that the team operates within the approved financial parameters.
- Providing leadership and guidance to the team, including mentoring and coaching to help team members grow and develop in their roles.
- Reporting on the performance of the DevOps team to senior management, including progress on key initiatives, KPIs, and areas for improvement.
- Revolutionized network automation by spearheading the implementation of a cutting-edge system that enabled Network Engineers to leverage the power of API calls to configure network equipment, leveraging Flask technology.

Director Technical Operations

OCT/2017 – TO DEC/2019

GuestTek, Poland

Key Responsibilities:

- Manage all SSL, DNS and domain requests with the appropriate IT teams
- Developing and implementing technical strategies, policies, and procedures that align with the organization's objectives and goals.
- Overseeing the day-to-day operations of the technical team, including managing team performance, setting targets, and ensuring that all tasks are completed efficiently and effectively.
- Collaborating with cross-functional teams to develop and execute plans that support business growth, including product development, customer acquisition, and marketing strategies.
- Monitoring and analyzing technology trends and developments to identify opportunities for innovation and improvement.
- Ensuring that technical operations are compliant with industry standards and regulations, including data privacy and security requirements.
- Managing vendor relationships, including contracts and service level agreements, and ensuring that all technical vendors deliver on their commitments.
- Developing and managing budgets, tracking expenses, and ensuring that the technical team operates within approved financial parameters.
- Providing technical guidance and support to other departments, including customer service, sales, and marketing teams.
- Recruiting and training technical staff, ensuring that the team has the skills and resources needed to meet business objectives.
- Reporting on the performance of technical operations to senior management, including progress on key initiatives, KPIs, and areas for improvement.

Project Manager Europe

JAN/2012 – TO JAN/2017

iBAHN, Belgium (later GuestTek)

Key Responsibilities:

- Leading and motivating a project team to achieve project objectives, timelines, and deliverables in collaboration with key stakeholders.
- Developing and maintaining project plans, schedules, and budgets, and ensuring that projects are completed on time, within scope, and within budget.
- Identifying and managing project risks and issues, and implementing contingency plans as needed to ensure project success.
- Monitoring and reporting on project progress to stakeholders, including regular status updates, milestone achievements, and KPI tracking.
- Facilitating project team meetings and ensuring that team members have the resources and support needed to complete their tasks.
- Collaborating with cross-functional teams to identify project dependencies, risks, and opportunities for improvement.
- Building and maintaining relationships with stakeholders, including clients, vendors, and internal departments.
- Ensuring that project team members adhere to project management best practices and methodologies.
- Managing project documentation, including project plans, status reports, and change requests.
- Conducting post-project evaluations to identify areas for improvement and incorporate lessons learned into future projects.

Lead Installer
iBAHN, Belgium

JAN/2007 – TO JAN/2012

Key Responsibilities:

- Supervising the installation of products, ensuring that all work is completed safely, efficiently, and to high-quality standards.
- Managing a team of installers, assigning tasks, providing guidance and training, and ensuring that work is completed on time and within budget.
- Communicating with customers to understand their needs, answer questions, and ensure that their expectations are met or exceeded.
- Ensuring that all necessary equipment and tools are available, well-maintained, and used safely and effectively.
- Coordinating with other departments, such as sales and customer service, to ensure that installations are scheduled and completed in a timely manner.
- Troubleshooting and resolving installation issues, such as equipment malfunctions, errors, or delays.
- Maintaining accurate installation records, including completion dates, equipment serial numbers, and customer signatures.
- Conducting regular safety meetings and ensuring that all team members comply with safety regulations and procedures.
- Participating in ongoing training and professional development to stay up-to-date with new products, installation techniques, and industry trends.
- Providing feedback to management on the performance of team members, including identifying areas for improvement and recognizing outstanding work.

EDUCATION:

Computer Information System & Networking
IESN, Namur

2007

CERTIFICATES:

- Anevia headend
- Brocade switching
- Triax implementation
- Cisco Meraki ECMS1
- Dyma HTLM/CSS
- ZTM: Complete Web Developer 2023
- RUCKUS ICX Implementer Accreditation (RICXI)

LANGUAGE:

- French (native)
- English

REFERENCE:

Available upon request.