

Ali Bonagdaran

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Education

Bachelor of Information Technology

2023 - 2025

University of Technology Sydney

- Distinction average (82.58% WAM / 6.21 GPA)
- Major in Enterprise Systems Development
- Sub-Major in Networking and Cybersecurity

Professional Experience

Graduate – DevOps Engineer

February 2026 - Present

Australian Bureau of Statistics, Sydney, NSW

- Own the day-to-day operation and ongoing development of the Coder Cloud Development Environment on AWS, supporting ~250 daily active users across ECS, EC2 workspace instances, RDS PostgreSQL, and an Application Load Balancer.
- Administer and upgrade a self-managed Artifactory deployment on EKS, including Helm chart upgrades, Kubernetes cluster maintenance, and container troubleshooting.
- Liaised with internal and external stakeholders to design and run a Proof-of-Concept trial of GitHub Copilot within Coder, translating technical constraints into a workable pilot.
- Contributing to the Jira Data Centre to Jira Cloud migration, covering environment planning, data validation, and stakeholder coordination.
- Support developers across the organisation with GitLab CI/CD queries, pipeline debugging, and general DevOps troubleshooting.

Cadet - DevOps

March 2025 – February 2026

Australian Bureau of Statistics, Sydney, NSW

- Administered Red Hat Enterprise Linux (RHEL) systems in a production on-premises environment, performing patching, configuration management, and routine maintenance.
- Contributed to the migration of on-premises workloads to AWS and Azure, including environment setup and post-migration validation.
- Performed version upgrades and ongoing maintenance on self-managed GitLab and Artifactory instances.
- Assisted in the design and maintenance of GitLab CI/CD pipelines used for application deployment across the organisation.
- Collaborated with the DevOps team on improvements to business-critical tools including Jira and Sparx EA.

Business Banking Associate

November 2024 – June 2025

Commonwealth Bank of Australia, Redfern, NSW

- Explained complex banking products clearly to customers with varying levels of financial literacy.
- Consistently exceeded customer experience targets, including an NPS above +70 and a high post-call survey completion rate.
- Resolved escalated complaints and complex queries, routing issues to the right specialist teams and reducing incorrect call transfers.

Customer & Digital Service Representative

March 2023 - November 2024

Service NSW, Ryde, NSW

- Delivered accurate advice across complex multi-agency transactions, maintaining strict compliance with privacy legislation.
- Handled escalated complaints involving licensing and registration, ensuring issues were documented and resolved through appropriate channels.

Crew Member

August 2019 - March 2023

McDonald's, Mount Colah, NSW

- Provided exceptional customer service, resolving customer complaints and concerns.
- Managed the flow of the drive-thru, ensuring cars had a total experience time of less than 140 seconds.
- Collaborated with fellow crew members to ensure the smooth operation of the restaurant.

Technical Skills

Operating Systems: Red Hat Enterprise Linux (RHEL), Amazon Linux, Windows Server, Linux administration

Languages: Python, Bash, JavaScript / Node.js, HTML/CSS, Java

Cloud & DevOps: AWS ECS, EKS, EC2, RDS, ALB, Lambda, IAM, Teraform, AWS CDK (TypeScript)

Containers & Orchestration: Kubernetes, Helm, Docker, production experience on EKS; self-study on OpenShift

Tooling: GitLab Administration Artifactory, Jira

Home lab: Linux VMs, RAID storage, Cisco Meraki networking

Achievements

- 2nd in NSW for Information Processes & Technology (2022 HSC)
- AWS Certified Solutions Architect – Associate (in progress)