

Bo Hansen

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Personal Profile

DevOps-focused technical leader with a strong background in Online Operations, CRM, and Telephony. Proven experience in automation, containerization, CI/CD, and monitoring in both enterprise and volunteer-driven environments. Deeply experienced in scripting, infrastructure management, and cloud platforms including AWS and OpenStack. Passionate about driving efficiency, reducing manual effort, and increasing system reliability.

Experience

Tech Lead - Online Operations

Tech Mahindra, Reading | 2021 – September 2024

- Led DevOps and online operations projects, streamlining system deployments to align with business objectives.
- Created PowerShell-based deployment pipelines interacting with Akamai APIs for routing rule automation.
- Introduced automation practices to improve reliability, reduce errors, and accelerate delivery cycles.

Tech Lead - CRM

Tech Mahindra, Reading | 2015 – 2021

- Provided technical leadership for CRM systems with a strong focus on integration and deployment.
- Implemented automation scripts in Bash and Python to improve deployment consistency and uptime.
- Collaborated with cross-functional teams to modernize application infrastructure using dev ops approaches.

Technical Lead - Telephony

Tech Mahindra, Reading | 2012 – 2015

- Reduced IVR deployment times from 8 hours to 1 by scripting and automating deployment processes.
- Minimized errors and enabled first-line support to handle deployments previously restricted to third-line.
- Focused on enhancing uptime and system resilience through automation.

Technical Lead - Telephony

Ericsson, Reading | 2011 – 2012

- Led CRM and contact centre support operations for Hutchison 3G.
- Acted as a key contact across dev teams, vendors, and business units.

Team Leader CRM Telephony / Senior CRM Engineer

Hutchison 3G UK, Reading | 2002 – 2011

- Directed CRM enhancements and led technical teams in support of telephony systems.

Technical Specialist (Voice/Data Networks) / IVR System Administrator

HSBC, Jersey | 2000 – 2002

- Managed voice and data networks, IVR and telephony systems.

Supervisor/System Administrator ACD/IVR

UPC, Oslo | 1996 – 2000

- Supported enterprise IVR and ACD systems.

Volunteer DevOps Experience – Progzilla Radio

- Manage infrastructure for broadcasting, web, and chat services using containerized environments.
 - Use Jenkins for CI/CD: build and deploy Docker images.
 - Deploy and manage Kubernetes clusters using Kustomize and Helm.
 - Monitor infrastructure with Prometheus and Grafana; provide application-level metrics with alerting via Telegram.
 - Use AWS and OpenStack resources to host services, managing compute, storage and networking.
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Technical Skills

Linux, Docker, Kubernetes, Jenkins, Prometheus, Grafana, Helm, Kustomize, AWS, OpenStack, SQL, Traefik, JMeter, Bash, Python, PHP, Javascript, PowerShell, Ruby, AKAMAI, APIs, Terraform (learning)

Soft Skills

Problem Solving, Communication, Teamwork, Leadership, Adaptability, Service Delivery, Innovation, Customer Focus, Time Management, Attention to Detail, Analytical Thinking