Kun Gergely

Curriculum Vitae (English)
October 2023

me@gergelykun.com
www.linkedin.com/in/gergelykun [in]
www.github.com/notgeri
www.geri.dev 🌐

Personal Statement

Software engineer and system administrator with 3 years of experience currently looking for a full-time position with new challenges and opportunities.

Skills / Technologies

Backend:
- **PHP**: Yii, **Laravel**
- **Go**: Gin, Chi, Mux
- Node.js: Express, **Nuxt**
- Java: Jetty, Javalin

Frontend:
- JavaScript/**TypeScript**: **Vue**, React
- JQuery (legacy)
- HTML, Hugo
- CSS, **Tailwind**

SysOps/DevOps:
- Linux: Alma, Debian, Ubuntu, Bash scripting
- **Git**, **GitHub**, **GitLab**, Jenkins
- SaltStack, Ansible

Tooling:
- JS/TS: NPM, Yarn, ESLint, Vite, **Bun**, Grunt, etc
- Trello, Confluence, Jira
- Debugging: xDebug, Delve
- IDE: JetBrains products, VSC

Other:
- Databases: MySQL/MariaDB, SQLite
- Caches: Redis
- Docker
- SaaS: Tailscale, AWS, B2, Borgbase, WHMCS, Sentry

Languages:
- Hungarian: Native
- English: C2
- German: A2

Experience

Technical Manager — 🌷 Bloom Host

- Implemented **new features** to our custom Pterodactyl (PHP, Laravel, React, Tailwind) fork making certain aspects of manging game servers easier for customers.
- Refactored and updated large parts of the main website (Hugo) and open source client documentation (Docosaurus) for better maintainability.
- **Consolidated internal tooling**, reducing the operational complexity and cost.
- Continued work on the Discord bot, refactoring with newer and **safer practices**, implementing new features to reduce manual aspects of support to the minimum.

April 2023 – Present day
(Ongoing, Part Time)
Remote

Software Engineer — 📦 Apex Hosting

- Implemented **various features** through iterative development for the customer facing Multicraft (PHP, Yii, JQuery) dashboard while communicating closely with the team resulting in overall better client experience.
- Optimized and **rewrote large parts of internal** tools allowing the safe transfer of **terabytes worth of client data affecting thousands of clients** with minimal downtime and manual effort.
- Worked closely with the customer support and system administrator teams to resolve thousands of internal tickets and bugs reports.
- Created report tools to **facilitate faster and more consistent payment dispute resolutions** for the billing customer support team.
- Helped update and test all applications from **PHP 7.x to newer versions** to avoid using EOL versions.
- Implemented and helped tweak Sentry as an internal error tracking tool for proactive issue resolution.
- Helped implement, test, internally document and **release 17 new games** for clients to use on their game servers seamlessly.
- Consolidated several internal tools to facilitate the acquisition of the company for the shared team.

February 2022 - April 2023
(1 year, 3 months, Full Time)
Remote

System Administrator — 📦 Apex Hosting

- Helped ensure exemplary **(99.9989%) system uptime**, on **3,000+ physical** machines in **18+ regions** around the world, contributing to consistent and reliable service for **100,000+ customers.**
- Efficiently communicated with upstream providers on a day-to-day basis to address and resolve hardware, network, and other related issues even in stressful situations. Created incident reports and follow ups.
- Played a **key role in QA testing** all new software and system changes providing constructive feedback, collaborating with other system administrators and developers in the process.
- Resolved thousands of bugs and system issue related tickets across many different internal and client facing services learning about **Linux**, **Docker,** DevOps and much more in the process.

Technical Support Operator — 📦 Apex Hosting

- Achieved a **98%+ satisfaction** rate and **<20 second** average **response time** on LiveChat with hundreds of technical issue and inquiry chats relating to game servers ran in Multicraft each week.
- Helped resolve complex technical problems through WHMCS tickets.
- Replicated and reported service issues reported by customer in detail to help internal developers and system administrators resolve them.
- As a down-time activity, wrote a Discord bot to handle various automatic and manual moderation actions, audit logging preventing several large spam bot attacks.
  Raised the retention rate by 23% **and achieved "Verified" status** on the Discord guild.
- Coordinated with the social media team for large scale community events hosting over **50** concurrent **players**.

Technical Support Operator — 🌷 Bloom Host

- Delivered exceptional customer service through Discord and WHMCS ticket systems, resolving technical issues relating to game servers in Pterodactyl and virtual private servers in Virtualizor; helping to achieve **a 4.9/5 star Trustpilot rating**.
- In a proactive effort during downtime, I independently developed a Discord bot using Java, JDA, and the Jetty frameworks. This significantly enhanced the customer support efficiency, managing over **20,000 tickets**, ensuring secure transcript handling, organizing over **2,000 suggestions** and allowing for seamless translations.

Education

College — 🎖️ Ferences Gimnázium

I graduated with A-s in both of my electives: English and computer science.