



Bartosz Bartosik

TEAM LEADERSHIP

PLATFORM ENGINEERING

SRE / DEVOPS

OBSERVABILITY

CI/CD

KUBERNETES

GRAFANA

LINUX

INCIDENT MANAGEMENT

AI-AUGMENTED DELIVERY

ITIL

CONTACT

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📍 Kraków, Poland
hybrid / remote

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📅 Available from December 2026

EDUCATION

- **Uniwersytet WSB Merito Chorzów**
MSc, Project Management
2018 – 2020
- **Uniwersytet Jana Długosza w Częstochowie**
BEng, Computer Science
2014 – 2018 · thesis grade 5.0
- **Techniczne Zakłady Naukowe im. Generala Sikorskiego w Częstochowie**
IT Technician, Networking
2009 – 2013 · Cisco Academy

SKILLS

SRE & Observability

- Site Reliability Engineering
- Incident Management & RCA
- AppDynamics, Splunk
- Grafana, Prometheus, Alertmanager

DevOps & Cloud

- CI/CD: Jenkins, GitLab CI, Ansible
- Kubernetes, Docker, Control-M
- Azure: Container Apps, SQL, Static Web Apps
- Cloudflare

PROFILE

Hands-on engineering lead and SRE / DevOps engineer with **11+ years in enterprise IT**. For 5 years I have owned production stability of **HSBC's global KYC compliance platform** across 5 regions: I decide on service deployments and rollbacks, built the AppDynamics / Grafana / Splunk observability stack, lead major-incident response and RCA, and automate operational toil (Jenkins, Ansible, Kubernetes, SQL, Control-M). At Kello I **lead a remote engineering team** building a HealthTech SaaS (.NET, React, Azure) and own the SDLC end to end. I also ship platforms spec-first with AI agents (Claude Code, Spec Kit) on my homelab. ITIL background, MSc in Project Management.

WORK EXPERIENCE

11/2025 – Present

Lead Developer

Kello · HealthTech SaaS · Remote

- Lead and mentor a remote team of **2–4 software engineers** building a platform that matches medical facilities with doctors for on-call shifts.
- Own the end-to-end **SDLC**: architecture, sprint planning, automated testing, CI/CD and production deployment on **Microsoft Azure**.
- Set engineering standards (code review, architecture, technology choices) while staying hands-on in production features.
- Report delivery metrics (velocity, milestones, risks) to leadership; align engineering with product and business goals.

Tech: .NET, React, Expo (React Native), Azure Container Apps, Azure SQL, Azure Static Web Apps, Cloudflare, Google Maps API

05/2021 – Present

Operations Engineer (SRE) · IT Service Manager

HSBC · Production Support · Global KYC platform · Kraków · B2B

- Grew from **production incident resolution** through building the observability stack to owning platform stability of a regulated KYC platform serving **5 regions** (EMEA, AMER, LATAM, APAC, MENA).
- Platform **Subject Matter Expert and decision-maker for service deployments and rollbacks**: go / no-go calls, release risk assessment and production stability.
- Built the **observability stack** with the team: **AppDynamics** APM, Grafana dashboards, Prometheus / Alertmanager alerting and **Splunk** log analytics – from reactive to proactive detection, **reducing MTTR**.
- Maintain **CI/CD pipelines (Jenkins, Ansible)** for build, test, deployment and release of the KYC Suite on **Kubernetes**.
- Automated operations with **SQL tooling (Oracle, MongoDB)**, **Control-M jobs and health checks**, enabling self-healing and eliminating recurring toil.
- Lead **critical incident response and root cause analysis**, debugging **Java / Spring Boot** microservices in production; drive permanent fixes with development.
- Modernized legacy KYC workflows with **zero downtime**; introduced **Docs-as-Code** runbooks and playbooks.

Tech: AppDynamics, Splunk, Grafana, Prometheus, Control-M, Jenkins, Ansible, Kubernetes, Java / Spring Boot, Oracle, MongoDB, SQL, Linux, Jira

SKILLS

Programming & Data

- Python (FastAPI, Celery)
- Java / Spring Boot
- SQL (Oracle, PostgreSQL), MongoDB
- PowerShell, Bash

Infrastructure

- Linux & Windows Server
- Proxmox, KVM, Hyper-V
- Nginx (reverse proxy, TLS, load balancing)
- Oracle Cloud (OCI)
- Active Directory, LDAP, OIDC
- DNS, DHCP
- Network design & build (Cisco)

ITSM

- ITIL: Incident, Problem, Change
- CMDB, ServiceNow, Jira
- Identity & Access Management

AI-assisted Engineering

- Spec-driven dev (GitHub Spec Kit)
- Claude Code, Cursor, Antigravity
- Multi-agent orchestration, skills
- n8n, Windmill, LLM APIs
- Built with AI: TypeScript, React, .NET

Leadership

- Team leadership & mentoring
- Agile / Scrum / Kanban, SDLC
- Stakeholder & vendor management

LANGUAGES

Native

Polish

C1 · daily work in global teams

English

CERTIFICATES

Jan 2014 | Polish IT Society

ECDL Core

HOMELAB

- Server rack & NAS
- Self-hosted GitLab + CI runners
- Own OIDC identity provider, Auth0
- OmniRoute LLM cost gateway
- Self-hosted apps (gut.red)

WORK EXPERIENCE

Support Analyst (L2/L3)

Inexto SA · Track & Trace for EU TPD / FCTC compliance · Kraków

- L2/L3 support and root cause analysis for a global Track & Trace platform of a tier-one manufacturer.
- Built team-wide **SQL tooling** for monitoring and issue resolution; GTIN / EPC / GS1 / SSCC encoding tools via external APIs and ODBC.
- Managed API message queues; injected corrective JSON / XML messages through multi-step validation interfaces.
- Knowledge Manager: team knowledge base, onboarding and training of new analysts.

Service Desk Specialist / ITSM Administrator

PGE Energia Ciepła · Energy sector · Kraków

- Administered **CA Service Desk Manager** end to end; delivered 4 ITSM sprints: **CMDB, Change, Problem and Access Management**.
- Redesigned ticket classification and UX; supported SAP-ITSM integration and CA Process Automation.
- Automated service desk tasks with **PowerShell**; built SQL reporting for ITIL processes.

IT Analyst (Service Desk)

HCL Technologies · Kraków

- L1/L2 support in **ServiceNow** for an international enterprise client: Windows, macOS, Active Directory, Exchange, Citrix, VPN; access controls.

Earlier Experience

IT Technician at KOKIS and Ultra-Gastro (Windows / Linux servers, Cisco networking, MySQL, e-commerce), technical writer at StarePC.pl.

PROJECTS

Built spec-first with AI agents: needs analysis → requirements → specs & agent rules → agent implementation → CI quality gates → staged deploys.

MokreNoski – pet health SaaS (alpha)

[mokrenoski.app](#)

Health tracking, PDF vet reports, RBAC admin, Stripe / RevenueCat; ~140 docs incl. architecture and GDPR. FastAPI, PostgreSQL, Celery, React + TypeScript, React Native (Expo); GitLab CI/CD with SAST.

OtisTheScribe – self-hosted AI transcription

[otis.gut.red](#)

WhisperX + Pyannote speaker diarization on GPU, LLM analysis (Gemini / Llama via OpenRouter), PDF / DOCX export. FastAPI, Celery, Redis, Next.js, Docker, multi-arch GitLab CI/CD.

HexSDR – real-time radio signal analysis

[sdr.gut.red](#)

Microservices: Python / FastAPI with NumPy / Numba classifier for 120+ protocols, React / MapLibre UI, MQTT telemetry, LDAP / OIDC / RBAC, fully containerized.

PsychodietetykNaMiare.pl – client website

[psychodietetyknamiare.pl](#)

Next.js 15, React 19, TypeScript, Payload CMS 3, PostgreSQL 16, Docker, GitLab CI/CD.

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