

CONTACT

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KEY FACTS

Tallinn, Estonia · EET (UTC+2)
Remote, on site as needed
Available for new projects
Freelance via Whyservices OÜ or part-time employment, EU-wide

CORE SKILLS

- Linux (Debian, Ubuntu) ●●●●○
- Ansible ●●●●○
  Linux and Windows hosts
- Docker Swarm & CapRover ●●●●○
- CI/CD ●●●●○
  Woodpecker, GitLab CI, GitHub Actions
- Monitoring & logging ●●●●○
  Prometheus, Grafana, Loki, Gatus
- Backup & restore ●●●●○
  Restic, Autorestic
- PostgreSQL & MySQL ●●●○○
- Networks & VPN ●●●○○
  WireGuard, Tailscale, OpenVPN
- AWS (EC2, VPC, S3) ●●●○○
- Ruby (runbooks, Rails) ●●●●○

●●●●○ Advanced ●●●○○ Proficient

WAYS OF WORKING

Infrastructure as code · Runbooks · Disaster recovery scenarios · PCI DSS processes · Written system review

INDUSTRIES

Fintech · Hosting & IT services · Agencies & SMEs · Museums & exhibitions

LANGUAGES

German (native)
English (C1)

EDUCATION

MA European Urban Cultures
VUB Brussels, Tilburg, MMU Manchester, EKA Tallinn, 2011
BA Area Studies Asia/Africa
Humboldt University Berlin, 2010

Andreas Wagner

System Administrator & Site Reliability Engineer

I make operations predictable for teams without their own ops staff: automated servers, restores that have actually been tested, and monitoring that reports problems before customers do.

13 years
running production infrastructure, since 2013

≤ 1 h
maximum data loss (RPO) with hourly encrypted off-site backups

up to 50
terminals and servers per museum exhibition, managed with Ansible

PROFILE

System administrator with 13 years of production operations: a PCI DSS regulated fintech, museum exhibitions and my own hosting services. I automate what can be automated (Ansible, runbooks, CI/CD) and document the rest, so that operations don't depend on one person's memory. For me a backup only counts once a restore from it has worked, and monitoring should raise an alarm before a customer does. Because I also develop in Ruby on Rails, I speak the development team's language. I work remotely from Tallinn and come on site when the work calls for it.

PROJECT EXPERIENCE

Container hosting platform for small companies (WellHost)

2022 – today

Whyservices OÜ, own service · Tallinn, remote

Industry: hosting for SMEs and agencies · Role: architect & sole operator · Team: solo

Small companies ran their applications without operations staff: hand-built servers, manual deploys, no separate staging, and backups nobody had ever restored. A failed server or a bad deploy meant days of downtime and possibly lost data. I built a standardised container platform on Docker Swarm, with CapRover as management layer and servers set up by Ansible. Each client gets staging and production separated at infrastructure level, with Backing Services running outside the application containers. Deploys run from git through CI (Woodpecker, GitHub Actions, GitLab CI) with rollback. Hourly encrypted off-site backups are restored in regular drills, and TLS, monitoring and weekly updates are part of the service. At most one hour of data can be lost, and restores are proven rather than assumed. 10 applications (i.e. Rails, Symfony, Django, Wiki.js, GitLab, Plausible) run at 99.95% availability. Clients pay from €50 a month instead of a multiple for dedicated OPS personal.

Docker Swarm · CapRover · Ansible · Woodpecker CI · PostgreSQL · Redis

PROJECT EXPERIENCE (continued)

Managed WordPress fleet (WellPress)

2013 - today

Whyservices OÜ, own service · Tallinn, remote

Industry: agencies, SMEs, non-profits · Role: architect & sole operator · Team: solo

Agencies and small businesses ran WordPress on shared hosting: updates lagged behind, there was nowhere to test changes, and when a site broke nobody knew what had changed. For agencies, every outage hurt their own client relationship. I standardised server setup in half-automated Ruby runbooks with Ansible. Every site gets its own virtual server in an EU data centre plus an identical staging copy. Core, theme and plugin updates run automatically, and Restic/Autorestic take incremental snapshots of database and files. Monitoring covers external uptime (Gatus), scheduled jobs (Healthchecks), metrics (Prometheus), logs (Loki) and dashboards (Grafana). One person operates 20 sites. A new server is ready in 30 minutes instead of 8 hours, daily backups are kept for the whole subscription, and 99% of incidents in 10 years were caught by monitoring before the client noticed.

Ansible · Ruby · Restic · Prometheus · Grafana · Loki · Wordpress

Exhibition IT for museums and the EU Council Presidency

2016 - 2024

Whyservices OÜ, with a data visualisation studio · Tallinn, Brussels

Industry: museums, public sector (EU2017) · Role: infrastructure: hardware, automation, operations · Team: 4 people at the studio, plus museum staff

Each exhibition runs up to 50 Windows terminals and servers for years, in museums without their own IT staff. Opening dates are fixed, and every terminal that goes dark is visible to visitors. I wrote the hardware specifications for the tenders, weighing minimum requirements against the look the designers wanted. I set up network and hardware and configured the Windows terminals with Ansible playbooks. CI/CD pipelines build the exhibition software and deploy it, along with digital assets, to all terminals. For remote operations I added Raspberry Pi out-of-band units, Wake-on-LAN, VPN access (WireGuard, Tailscale) and monitoring. For EU2017 I coordinated partners in Tallinn and Brussels. Five exhibitions delivered: ERM "Digital Encounters" (2016), EU2017 "Flow" (2017), Fat Margaret Museum (2019), "Heaps of Happiness" at the Estonian Health Museum (2021) and Seaplane Harbour (2024). 90% of incidents are solved remotely, without a site visit.

Ansible · Windows · CI/CD · Raspberry Pi · WireGuard · Tailscale

Head of System Operations

01/2013 - 07/2017

Cash on Go Ltd · Tallinn

Industry: fintech, regulated (PCI DSS, FCA) · Role: head of system operations · Team: 3 system administrators

The company's main application and database ran on a single colocated server, administered by hand on the command line. A hardware fault would have stopped the business, and as a regulated fintech the company had to pass PCI DSS and FCA-related audits. I led a small team of system administrators and moved administration to infrastructure as code, first with Chef, later with Ansible. Together with the development team and external consultants, I migrated the PHP/Symfony application and its MySQL database to a redundant, multi-location setup on AWS (EC2, VPC, S3), with internal services on Proxmox. As primary lead for PCI DSS procedures, I introduced standardised work processes and release policies, and was the main contact for vendors and IT service providers. The core application no longer had a single point of failure, and servers could be rebuilt from code. 3 PCI DSS audits passed without major findings. Received the company's 2014 Einstein Award for work across departments.

AWS · Chef · Ansible · Proxmox · MySQL · NGINX · PCI DSS

EARLIER POSITIONS

2008 - 2012	Owner, Whyservices, Berlin: telecommunications and internet services, hosting and remote administration for small clients.
2009 - 2010	Student assistant in IT administration, Humboldt University Berlin: Active Directory, user and network administration, hardware monitoring; liaison to the university computing centre.
2005	Internship, telecentre of the Songhai Centre, Porto-Novo (Benin): hardware, networks and first Linux (Debian) installations.