BLESSING PHIRI

Technical Solutions Engineer | Cloud, AI and Infrastructure | Solution Architecture | Technical Presales

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PROFESSIONAL SUMMARY

Technical Solutions Engineer who designs OpenShift, cloud and AI platforms, proves them with hands-on proofs of concept, and writes the proposals that win the work. Currently technical lead on infrastructure solutions for 10+ enterprise clients across Africa, running discovery, solution architecture, proof-of-value environments and build-vs-buy analysis, and translating availability, security, regulatory and cost requirements into practical designs.

CNCF Kubestronaut with six Red Hat certifications including RHCE, plus HashiCorp Terraform, Azure Administrator and FinOps Certified Practitioner. Trained in accounting, so equally comfortable taking a CFO through total cost of ownership, a security team through compliance evidence, and engineers through the build.

SELECTED OUTCOMES

- **RPO from 8 hours to seconds:** active-passive disaster recovery for core banking workloads, with RTO cut to minutes.
- **Isolated OpenShift clusters with no new hardware or IPs:** nested OpenShift on OpenShift Virtualization, exposed through the Gateway API.
- **30% smaller physical footprint:** 30+ legacy VMs and three Kubernetes clusters consolidated onto modern HCI.
- **90% regulated audit pass rate:** hardened container platforms built on CIS Benchmarks, RBAC, Red Hat ACS and Quay.
- **Provisioning from days to minutes:** self-service developer platform that removed about 70 support tickets a month.
- **15% infrastructure waste eliminated:** capacity analysis and Kubernetes rightsizing with no impact on tenant performance.

EXPERIENCE

Technical Solutions Engineer *Mar 2026 to Present*

Footprint Africa Business Solutions (FABS Rwanda / FABS Solutions Mauritius)

- Lead technical discovery and solution design for 10+ enterprise clients, covering availability, scalability, security, operational capability and cost before defining the proposed architecture.
- Architected active-passive disaster recovery for mission-critical core banking workloads using Veeam CDP and DNS automation, cutting RPO from eight hours to seconds and RTO to minutes.
- Designed nested OpenShift for a client with limited servers and IP addresses: bare-metal OpenShift running OpenShift Virtualization VMs that host isolated clusters, with workloads exposed through the Gateway API so no additional IPs were needed.
- Hardened container platforms with CIS Benchmarks, RBAC, Red Hat ACS and Quay admission controls, contributing to a 90% pass rate in a regulated financial audit, and delivered PCI-DSS compliance reporting for a commercial bank with ACS integrated with Qualys.
- Consolidated 30+ legacy VMs and three Kubernetes clusters onto SUSE Linux Enterprise, Harvester HCI and Rancher Prime through automated bare-metal provisioning, reducing physical footprint by 30%.
- Build and validate solution concepts across OpenShift, Kubernetes, Rancher Prime, Harvester HCI and KubeVirt, backed by reusable Terraform blueprints and build-vs-buy analysis of cost, maintainability and internal skills.
- Contribute to RFP responses, statements of work and platform evaluations, including a six-country bare-metal OpenShift rollout with centralised ELK logging, a VMware exit evaluation of OpenShift Virtualization and SUSE Harvester, and an external penetration testing proposal.
- Write customer-facing collateral and competitive briefs, including a Securiti DataAI Command Platform overview mapped to Zimbabwe's data protection rules and approved for external use, and a Veeam Kasten vs NetBackup comparison for Kubernetes backup.

Platform Engineer, Customer Solutions and Platform Engineering *Feb 2023 to Feb 2026*

Advanced Communication Systems, Harare

Customer Solutions

- Translated customer requirements for hosted voice, contact centre and enterprise infrastructure solutions into platform sizing, architecture and implementation plans.
- Built demo and validation environments proving call quality, resilience and platform fit before production adoption.
- Designed migration and rollback approaches for customers moving from legacy PBX to SIP and platform-based services, and acted as technical lead through handover and enablement.

Platform Engineering

- Architected and operated the production Kubernetes platform for internal and managed services: three multi-tenant clusters serving 12 tenant teams.
- Built an Internal Developer Platform on Backstage and Keycloak, cutting environment provisioning from days to minutes and removing about 70 platform tickets a month.
- Designed GitOps delivery with Argo CD, GitHub Actions and modular Terraform, with automated rollback and no configuration drift.
- Implemented Event-Driven Ansible for TLS and quota remediation, saving about three hours of manual work weekly, and used Prometheus and Grafana capacity analysis to remove 15% resource waste.

- Integrated Red Hat ACS and Quay admission controls, blocking about 80% of identified vulnerable images from production and automating SBOM creation.

Systems Engineer, Voice and Network Infrastructure *Mar 2021 to Jan 2023*

Advanced Communication Systems, Harare

- Deployed and supported enterprise VoIP, SIP trunking, PBX and network infrastructure, including site assessment and QoS design for environments of 50+ concurrent users.
- Maintained about 99.9% call availability, diagnosing latency, jitter and packet loss across production customer services.
- Developed Bash health automation to surface infrastructure issues earlier and reduce repetitive manual checks.

SELECTED WORK

Case studies, sample proposals and demos: blessingphiri.dev

- **Interactive demo:** creating and configuring virtual machines on OpenShift Virtualization, built for teams leaving VMware.
- **Sample presales documents:** six-country OpenShift statement of work, VMware exit evaluation, penetration test proposal and Kubernetes backup brief.
- **kostrack:** AI API cost governance platform that tracks LLM spend by team and model, with budgets and alerts.
- **NovaMart:** containerised retrieval-augmented generation (RAG) application.

SKILLS

Solutions Engineering: Technical Discovery · Solution Architecture · Proofs of Concept and Value · Product Demos · RFP Responses · Statements of Work · Competitive Analysis · Customer Workshops

Platforms and Containers: Red Hat OpenShift · OpenShift Virtualization · Red Hat ACM · Kubernetes · Gateway API · Rancher Prime · Harvester HCI · KubeVirt · Helm

Cloud and Infrastructure: Microsoft Azure · Oracle Cloud Infrastructure · RHEL · SUSE Linux Enterprise · Bare Metal · Virtualization · Disaster Recovery · Veeam CDP

Automation and GitOps: Terraform · Ansible · Event-Driven Ansible · Argo CD · GitHub Actions · CI/CD · Backstage · Keycloak · Bash · Python

Security and Compliance: Red Hat ACS · Quay · Qualys · CIS Benchmarks · PCI-DSS · RBAC · Admission Control · SBOM

AI and Data: RAG Applications · LLM Cost Governance · Data Security Posture Management · AI Governance

Commercial and FinOps: Build-vs-Buy Analysis · TCO Modelling · Workload Rightsizing · Infrastructure Cost Optimisation

Networking: TCP/IP · DNS · SIP · VoIP · PBX · QoS

CERTIFICATIONS

CNCF Kubestronaut: CKA · CKAD · CKS · KCNA · KCSA

Red Hat: Certified Engineer (RHCE) · Certified System Administrator (RHCSA) · OpenShift Administrator · Specialist in OpenShift Virtualization · Specialist in Containers · Specialist in Ansible Automation Platform

Other: HashiCorp Terraform Associate · Azure Administrator Associate (AZ-104) · FinOps Certified Practitioner · Oracle Cloud Infrastructure 2025 DevOps Professional

EDUCATION

BSc Accounting: Chinhoyi University of Technology, 2023