Mohammed Abdullah

Experienced System & Support Engineer | Cloud & DevOps Engineer| Multi-Cloud Infrastructure

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Professional Summary: Customer-focused System Engineer with 6+ years specializing in cloud infrastructure, DevOps automation, and enterprise system administration. Proven expertise in deploying AWS/Azure solutions, automating infrastructure with Terraform/Ansible, and integrating unified communications platforms. Strong track record in incident resolution, security implementation (SSL/TLS, VPN), and managing virtualised environments.

Professional Certifications & Recognition

AWS Certified Solutions Architect (SAA-CO3) | **Azure Administrator** (AZ-104) | **Azure Fundamentals** (AZ-900) | **Terraform Associate (003) | CCNA** (Routing & Switching) | MCSA: Windows Server | PCEP - **Certified Entry-Level Python Programmer** | AWS Well-Architected Professional | *Verify all certifications at: https://www.credly.com/users/abdullah-cert*

Core Technical Skills

Cloud Platforms: AWS (EC2, EKS, Lambda, VPC, IAM, S3, CloudWatch, EBS), Azure (Virtual Machines, AKS, Resource Groups),
DevOps & Automation: Kubernetes, Docker, Terraform, Ansible, Jenkins, CI/CD Pipelines, Helm Charts, Packer, Git.
Observability & Monitoring: Prometheus, Grafana, Azure Monitor, CloudWatch, Log Analytics, Application Insights
Programming & Scripting: Python, Bash, PowerShell

Professional Experience

IntelliPaat Software PvT. Ltd.
Cloud and DevOps Intern

Hyderabad
03/2025 - 08/2025

- **Developed and maintained** Terraform modules/scripts to provision and manage **AWS infrastructure,** including **EC2 instances, VPCs, and IAM roles/policies**, supporting over **50+ cloud resources** and improving deployment efficiency
- Built **CI/CD pipelines** using **Jenkins** and **GitHub Actions** for automated testing, containerization, and deployment of microservices to Kubernetes clusters, reducing deployment time from hours to minutes
- Designed highly available architectures **utilizing availability sets**, load balancers, and auto-scaling capabilities to ensure 99.9% uptime for mission-critical applications
- Designed and deployed **AWS Lambda serverless functions** to automate lightweight event-driven tasks, resulting in a 40% reduction in manual intervention and faster response times.
- Designed and deployed **scalable and resilient Azure architectures** utilizing availability sets, load balancers, and auto-scaling capabilities to ensure high availability and fault tolerance for mission-critical applications
- Monitored EC2 and EKS resources for performance, logs, and health; set up **CloudWatch alarms** and dashboards, proactively identifying and resolving issues, which improved system uptime

Capgemini, (Client-Avaya) & Avaya
Technical Support Specialist

Hyderabad
08/2021 - 02/2025

Promoted to direct Avaya role in August 2023 based on performance and technical expertise

- Partnered with customers and business partners to integrate Avaya Aura systems (SM, SBC, CM, AMMG) with existing VoIP platforms, PSTN gateways, PBXs, and Unified Communications systems
- Deployed and managed **Avaya Aura communication platforms** across **Azure, AWS, and VMware** environments, supporting enterprise-scale unified communications infrastructure with 99.95% uptime.
- Assisted customers in automating infrastructure provisioning using Terraform and Ansible, supporting rapid environment setup for testing and staging
- Implemented **Azure Security Center (Microsoft Defender for Cloud)** for continuous threat protection, vulnerability assessments, and security posture management across Azure workloads, remediating high-priority security recommendations
- Assisted customers in automating infrastructure provisioning using **Terraform**, ARM templates, and **Ansible**, supporting rapid environment setup for testing and staging
- Implemented Microsoft Teams Direct Routing integration by configuring Avaya Session Border Controller (SBC) and establishing secure SIP trunk connections
- Resolved complex network connectivity issues impacting Avaya Aura components (SBC, SM, SMGR, CM, IP Office), ensuring reliable voice and data flow
- Collaborated with Site Reliability teams and Product Development groups to resolve customer-impacting incidents and implement optimal solutions

- Managed multi-platform environments including Linux, Unix, and virtualized systems ensuring optimal performance
- Collaborated with development teams to **implement CI/CD pipelines** for Avaya application deployments
- Configured API Gateway and Load Balancers for high-availability service endpoints, supporting REST API integrations and microservices communication patterns
- Collaborated with development teams to support Java-based microservices and Spring Boot applications deployed on Kubernetes clusters, troubleshooting application connectivity, API integration issues, and service mesh configurations
- Administered multi-platform environments (Linux, Unix, Windows), ensuring optimal performance through resource monitoring, capacity planning, and proactive maintenance Created comprehensive documentation including runbooks, architectural diagrams, and operational playbooks for platform reliability and knowledge transfer

Goldstone Technologies Limited (BlueJeans Networks)   07/2017 - 12/2018
Technical Analyst

- Integrated and configured enterprise video conferencing systems (Polycom, Radvision, Lifesize, Tandberg) with BlueJeans Network cloud platform, supporting real-time communication infrastructure
- Diagnosed video/audio quality issues in H.323/SIP environments using **Wireshark** and WebRTC logs, analyzing network metrics (packet loss, jitter, latency) to ensure 95% performance standard compliance
- Supported large-scale virtual events with 10,000+ concurrent participants, identifying platform bottlenecks and coordinating with engineering teams for rapid resolution

Foray Software Private Limited (TCS - ICICI LOMBARD)   04/2016 – 02/2017
System Engineer

- Managed 100+ production servers across Windows and UNIX; executed installations, upgrades, and maintenance.
- Implemented HP OpenView monitoring reducing mean time to detection by 40%
- Led Windows Server 2008 to 2012 migration for 80+ servers, completing 15% under budget with zero data loss
- Optimized IIS application pools and VMware resource allocation, improving performance by 25%

Academic Qualification

- **M.Tech** in Computer Networks and Information Security   **From JNTUH, 2015 – 2017**
- **B.Tech** in Electronics and Communication Engineering   **From JNTUH, 2010 - 2014**

KEY TECHNICAL PROJECTS

Accessible Over: Github.com/Ab-Cloud-dev

CI/CD Pipeline with Jenkins, Kubernetes, and Ansible
Developed automated deployment pipeline utilizing Terraform for infrastructure provisioning, Ansible for application deployment, and Jenkins for continuous integration, streamlining containerised application delivery.

Container Orchestration with EKS Fargate
Deployed serverless Kubernetes solution on AWS EKS Fargate with Load Balancer Controller integration, demonstrating scalable architecture principles and eliminating infrastructure management overhead.

AWS Infrastructure Automation
Created Lambda-based automation for cross-region EBS backups and S3 file transfers with DynamoDB audit logging, implementing comprehensive error handling and monitoring across multiple AWS regions.

AWS Serverless 3-Tier Architecture - Student Management System
Built full-stack serverless application using S3, CloudFront, API Gateway, Lambda, and DynamoDB. Implemented RESTful API endpoints for CRUD operations with IAM-based security. Configured CloudFront CDN for global content delivery with automatic scaling and pay-per-use cost optimization.
100 Days of DevOps Challenge | KodeKloud (https://ab-cloud-dev.github.io/100-Days-Of-DevOps-KodeKloud-Solutions-Explanation/)