

# Mohammed Abdullah

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

+91-7989119572 | mohammed.abdullah700@gmail.com | [ab-cloud-dev.github.io](https://ab-cloud-dev.github.io)

---

**Professional Summary:** Customer-focused System Engineer with 7+ 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. Promoted from contractor to a direct Avaya role based on technical excellence and performance.

## Professional Certifications & Recognition

---

**AWS Certified Solutions Architect (SAA-CO3) | Azure Administrator (AZ-104) | Azure Fundamentals (AZ-900) | CCNA (Routing & Switching) | MCSA: Windows Server | PCEP - Certified Entry-Level Python Programmer | AWS Well-Architected Professional | Server Virtualization with Hyper-V (Exam 409)**

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,  
**Programming & Scripting:** Python, Bash, PowerShell  
**Security & Networking:** VPN, Firewall Configuration, TLS/SSL, SRTP, LDAP, Active Directory, Wireshark, Network Troubleshooting

## Professional Experience

---

### IntelliPaat Software Pvt. Ltd.

Cloud and DevOps Intern

Hyderabad

03/2025 - 08/2025

- Assist in writing **Terraform modules/scripts** to provision and manage AWS infrastructure (EC2 instances, VPCs, IAM roles/policies).
- Support deployment and management of **EKS (Elastic Kubernetes Service)** clusters under guidance — creating clusters, node groups, handling scaling, upgrades.
- Help design, deploy, and maintain **serverless functions using AWS Lambda** for lightweight event-driven tasks
- Contribute to configuring and deploying applications onto EKS (via Kubernetes manifests or Helm charts).
- Monitor EC2 and EKS resources for performance, logs, and health; help set up alarms, dashboards using AWS CloudWatch or equivalent tools.

### 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
- Led migration activities integrating Microsoft Teams Direct Routing with Avaya Aura and cloud services for enhanced UC solutions
- Deployed and managed Avaya Aura applications across Azure, AWS, and VMware/VSAN virtualized environments with minimal downtime during system upgrades and migrations
- Assisted customers in automating infrastructure provisioning using Terraform 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
- Addressed security vulnerabilities by implementing robust encryption protocols (SRTP, TLS, SSL) and secure authentication mechanisms
- Assisted business partners in performing regular patch management across enterprise systems, addressing critical CVEs to reduce system exposure
- 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

## Goldstone Technologies Limited (BlueJeans Networks)

07/2017 - 12/2018

Technical Analyst

- Led integration and configuration of enterprise video conferencing systems (Polycom, Radvision, Lifesize, Tandberg) with BlueJeans Network platform.
- Diagnosed video/audio quality issues in H.323/SIP environments using Wireshark and WebRTC logs, improving call quality.
- Analysed network metrics (packet loss, jitter, RTT), ensuring 95% compliance with performance standards
- Supported large-scale events with 10,000+ concurrent participants; identified platform vulnerabilities and coordinated fixes

## 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 | 2015 – 2017 |
| • B.Tech in Electronics and Communication Engineering  | 2010 - 2014 |

## KEY TECHNICAL PROJECTS

Accessible Over: [Github.com/Ab-Cloud-dev](https://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

Completed 100 practical DevOps labs covering Linux, Docker, Kubernetes, Terraform, and AWS automation.

Documented journey ( <https://ab-cloud-dev.github.io/100-Days-Of-DevOps-KodeKloud-Solutions-Explanation/> )