

SYEDABDUL REHMAN ALI SHAH

Site Reliability Engineer / Monitoring Expert / PCA Certified

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Chaklala, Rawalpindi

EDUCATION

Comsats University, Islamabad

Bachelor of Electrical (Computer)
Engineering
2015 - 2019

SKILLS

- ✓ Containerisation and Orchestration
- ✓ Grafana-Loki-Prometheus
- ✓ OpsGenie
- ✓ Loki/ELK/Nagios/Zabbix
- ✓ AWS
- ✓ Kubernetes
- ✓ Terraform
- ✓ ArgoCD
- ✓ Jenkins, Github Actions
- ✓ Bash, Python
- ✓ InfluxDB
- ✓ PostgreSQL (PSQL)

CERTIFICATION

- 🏆 **Prometheus Certified Associate**
February 2023
- 🏆 **Monitoring and Observability with Datadog**
October 2022
- 🏆 **Influx DB Essentials**
November 2022

COURSES

- 🏆 **Datadog Foundation**
February 2025
- 🏆 **Datadog 101: Developer**
March 2025
- 🏆 **Datadog 101: SRE**
March 2025

ABOUT ME

Senior Monitoring Engineer with 4 years of experience in IT, specializing in application monitoring and optimization across fintech and IoT domains. I have successfully helped companies and clients monitor their applications with greater precision by leveraging a variety of monitoring stacks, including Grafana, Prometheus, and Loki. My expertise in developing comprehensive dashboards, logs, and metrics enhances visibility and performance. Known for my skills in automation scripting, data integration, and troubleshooting, I consistently deliver effective solutions to complex system challenges while maintaining a strong customer-centric approach.

WORK EXPERIENCE

Senior Reliability Engineer

Entersekt, South Africa (Remote)

July 2024 - Present

- Collaborate with cross-functional teams to deploy, and maintain highly available OpenStack environments.
- Implement and enhance monitoring, alerting, and automation tools to ensure proactive identification and resolution of issues.
- Conduct regular performance analysis and optimization to maximize the efficiency and effectiveness of our OpenStack services.
- Drive continuous improvement initiatives to enhance system reliability, security, and efficiency.
- Participate in incident response and resolution activities, contributing to post-mortem analyses and implementing preventive measures.

Technical Lead - Monitoring Platform

Modirum, Norway (Remote)

April 2022 - August 2024

- Set up comprehensive monitoring solutions using Prometheus, Grafana, CloudWatch
- Implemented multiple monitoring tools including Loki, Graylog, Prometheus, and Nagios.
- Configure these tools to track key performance metrics and set up alerts for any critical performance indicators
- Set up alarms and alerting on Grafana and Nagios.
- Implement log management using Amazon CloudWatch Logs or the ELK Stack and distributed tracing with AWS X-Ray
- Develop and maintain reliable, scalable, and efficient systems.
- Collaborated with senior architects for network and hardware changes.
- Provided documented, supportable solutions.

● Solution Integration Engineer (L2)

Ericsson

September 2021 - April 2022

- Established monitoring and logging aggregation using ELK for Docker-based Kubernetes infrastructure.
- Managed post-cutover maintenance and support for system AMs, Notification server, and Mobile Money Manager.
- Provided timely solutions for application and system-level issues.
- Engaged in business configuration activities, problem-solving, and change management.
- Coordinated and executed integration and testing activities. * Integrated EWP with different platforms like NADRA OneLink.

● Systems Engineer (L1)

Ericsson

Jan 2021 - October 2021

- Created scripts for web-scraping.
- Configured monitoring and alerting for fault and performance management.
- Provided technical support and troubleshooting.
- Managed server monitoring and scheduling tasks via cron jobs.

● DevOps Intern

Eurus Technologies

May 2020 - Jan 2021

- Gained hands-on experience with AWS services (EC2, RDS, VPC, S3).
- Worked with Docker and GitHub.
- Developed web scraping scripts using Bash and Python. Ericsson | Specialist Reporting Analyst
- Developed reports based on requirements from CMPECCL.
- Designed reports for clients and departments.
- Integrated data from multiple sources for analysis and reporting.
- Automated report scheduling using Bash scripting and cron jobs.
- Facilitated stakeholder meetings for development and implementation

● IT Support Engineer

Planet Beyond

July 2019 - May 2020

- Managed data center services for clients.
- Monitored systems and networks using Monit.
- Troubleshot customer issues from logs.
- Generated SQL-based reports per customer requirements.