Arsalan Mohammad Arref
Associate AWS DevOps Engineer

Profile

Arsalan is a motivated and diligent associate consultant with a strong focus on infrastructure automation and cloud technologies. Experienced in leveraging Terraform and AWS to design, deploy, and manage scalable and efficient infrastructures. Possessing a solid understanding of DevOps principles. Arsalan is committed to optimising systems and processes to drive operational excellence. With a passion for continuous learning and problem-solving, I thrive in dynamic and collaborative environments.

Arsalan previously worked as a System Support Engineer before joining Version 1. However, he desired professional growth and aimed to transition into the field of DevOps. Arsalan recognised the extensive opportunities for skill development within DevOps and was eager to learn new cloud tools, technologies, and services. His goal was to utilise his expertise to contribute to the growth of businesses.

Relevant Skills

Technologies

Business Skills

- Familiarity with version control systems like Git.
- Analytic & Problem-Solving Ability, communications Skills.
- Knowledge of security best practices and implementation.
- Continuous learning mindset and eagerness to stay updated with the latest technologies and industry trends.

- Excellent communication and collaboration skills for working in cross-functional teams.
- Strong organisational and time management skills to effectively prioritise tasks and meet deadlines.
- Customer service skills to interact with clients, understand their requirements, and provide effective solutions.

Technical Skills

- AWS Certified, AWS Services.
- DevOps.
- Microsoft InTune (SaaS).
- Windows 7, 8, 10, 11, Active Directory (AD), RDCM, Microsoft Exchange.
- ServiceNow, Remedy, Assyst.
- GitHub Actions, Git, CI/CD, Visual Studio Code.
- Terraform.
- Terraform Cloud.

- WordPress.
- Monday.com.
- McAfee EPolicy Orchestrator.
- NextThink Finder.
- Python, SQL, JavaScript, HTML, CSS.
- Software development.
- Collaboration skills.
- Clean code writing.
- MySQL.

Qualifications & Certifications

MSc Computer Science with Artificial Intelligence	Northumbria University	01/2023 - 01/2025	In Progress
BSc Information Technology Middlesex University	Middlesex University	09/2016 - 06/2019	First Class Honours
Data Analysis with Python	PurpleBeard Ltd Bootcamp	No Expiry Date	Pass
Certified Solutions Architect (SAA)	AWS	08/2023 – 08/2026	Pass
Certified Developer Associate (CDA)	AWS	02/2023 - 02/2026	Pass
Certified Cloud Practitioner (CCP)	AWS	10/2022 - 10/2025	Pass
HashiCorp Certified: Terraform Associate (003)	HashiCorp	07/2023 – 07/2025	Pass
Google Data Analytics	Coursera	No Expiry Date	Pass
Prince2 Foundation	AXELOS	No Expiry Date	Pass
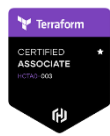
Work Experience

Version1 Associate AWS DevOps Engineer (03/2023 - present)

Key Responsibilities

- Work with the security team to ensure infrastructure meets security and compliance requirements.
- Stay updated with the latest trends and technologies in DevOps and cloud computing.
- Implement security best practices and ensure compliance with industry standards.
- Review and test infrastructure code changes submitted by other team members.
- Collaborate with stakeholders to define and maintain Terraform modules and reusable infrastructure components.
- Deploy and manage containerised applications using Docker, ensuring scalability and high availability.
- Work with AWS services such as EC2, S3, RDS, and IAM to provision and configure cloud resources.
- Use Terraform Cloud or other CI/CD platforms to automate the deployment and management of infrastructure.
- Use Terraform to create and manage infrastructure as code (IaC) to provision and configure resources on AWS.
- Maintain and version control infrastructure code using Git and GitHub, ensuring proper branching and merging strategies.

Tata Consultancy Services System Support Engineer (12/2019 – 05/2022)
Northern PowerGrid

Key Responsibilities

- Closing tickets/incidents via ServiceNow.
- Gathered data through ServiceNow and NextThink Finder and produced analytical documentations.
- Provided onsite/remote support for engineers with White Glove/White Suit builds.
- Diagnosed issues with printers, software's, and repaired/upgraded laptops and toughpads/toughbooks.
- Expertly given exceptional support for end users and VIP users.
- Controlled corporate resources on managed devices; PC's, laptops, smartphones, tablets, toughbooks/toughpads.
- Deployed and managed applications via Intune, including pushing patches/updates.
- Collaborating and communicating with team members and end-users via ServiceNow (SaaS) and Microsoft Teams.

IAG British Airways

Key Responsibilities

- Coached and coordinated new starters and graduate.
- Provided exceptional support for end-users via ServiceNow.
- Created analytical documentations for the Apps team and for project managers.
- Maintained the configuration and installation of end-user systems; performed patch updates, hardware upgrades and hardware replacements.
- Carried out troubleshooting for printers and replaced cartridges.

Virgin Media

Key Responsibilities

- Organised and maintained the entire operations in the VM office and ensured that the workflow was smooth, trained and collaborated with graduates of TCS and contractors.
- Handled tickets via Remedy, upgraded/repaired laptops, and desktops (laptop screen, upgrading RAMs, SSDs etc).
- Tested applications for the Apps team and produced documentations outlining, functionality issues, GUI issues etc.
- Handled communications with Yodel, VM end-users and TCS teams, updated PM daily with deployment.
- Managing a team of only three onsite engineers due to Covid, I efficiently supervised the daily deployment of a
- substantial number of laptops, ultimately delivering the project on time. Our team's outstanding performance enabled us to achieve the project deadline with an impressive 62.5% reduction in workforce.

Social Media

LinkedIn	https://www.linkedin.com/in/arsalan-arref/
GitHub	https://github.com/Azzy001
Medium	https://medium.com/@arsalan.arref
My website	https://azzy001.github.io/web-dev-portfolio/