



# SYED AHMAD FAZLI

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Petaling Jaya, 46000

## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/syed-fazli-019539100/>
- <https://github.com/EdFazli>

## SUMMARY

Emerging Cloud Engineer familiar with AWS and Alibaba Cloud. Offering strong multitasking and technical abilities. Offers hands-on experience and education in IT industry.

## SKILLS

- Project Technical Lead
- Project Management
- Agile Methodology
- Network Troubleshooting
- AWS Services Setup
- AWS Architecture Design
- AWS Security
- AWS Cloud Migration
- Infrastructure as a Code Automation
- CI/CD
- Technical documentation
- Containers/Kubernetes

## EXPERIENCE

**Cloud Specialist /** Ecart Services Malaysia Sdn bhd– Kuala Lumpur

09/2023 – Present

- Managing system and multi-cloud environment (MS Azure and Alibaba Cloud)
- Design and implement for cloud solution to meet company's requirement
- Design and implement automation solution using Gitlab, Terraform
- Perform monthly patching Alibaba Cloud EDS
- Perform cost optimization for cloud resources

**Cloud Engineer /** eCloudvalley Technology Sdn Bhd – Kuala Lumpur

01/2022 – 08/2023

- To understanding clients' requirements and design technical solutions on AWS that address clients' requirements for scalability, reliability, security, and performance.
- To work closely with a team of architects and engineers on project implementation and environment enhancement.
- To provide operational support and firefighting on mission critical workloads
- To prepare operation plan on technical events, like production launch, system upgrade or migration
- To conduct proof-of-concept demonstrations, technical presentations, and sharing.
- To maintain technical skills and knowledge of market trends and competitive insights; collaborate and share with the technical community.
- To manage job notes and experience into company wiki and knowledge base
- To support Local or Remote customers on projects and managed services
- To handle any ad-hoc task that assigned by the immediate superior.
- AWS Services: VPC, EC2, VPN, S3, SES, EFS, ELB, WAF, IAM, CloudFront, CloudFormation, Route53, Auto Scaling, ACM, CloudWatch, RDS, Storage Gateway, CloudTrail, ECR, ECS, DMS, Backup, Redis, DataSync, SNS, EventBridge, CodeCommit
- GitOps/Devops Tools: Terraform, Git, GitLab, Azure Devops, Packer, Terragrunt, SonarQube, ArgoCD

Specifically assigned as administrator for components below:

- AWS
- Have experienced in provisioning UAT environment from start
- Managing customers request for any changes
- Planned, implemented and integrated updated system-oriented projects.
- Have experienced in AWS services: VPC, EC2, S3, Fsx, ELB, WAF, IAM
- Assisted on monthly and ad hoc maintenance
- Provide documentation for AWS accounts
- AWS Infra Automation using Terraform, Terragrunt, Azure Devops, VS Code, Packer, Vagrant

Servers, Desktop and Users Support

- Provided exemplary helpdesk service and support to assist users.
- Troubleshooting and resolution of incidents at the client's site including installation, of applications, servicing of peripherals to ensure customer satisfaction and service operation are achieved
- User's account administration and simple server administration -To reformat and re-setup Windows/ Mac machines
- To troubleshoot Windows /Mac Operating Systems and applications
- Setting up peripherals devices and any equipment required
- Provide desktop support at customer's site. -Initiate escalation procedures and follow up on all open requests of allocated sites to ensure customer satisfaction
- First level troubleshooting of network connectivity in a Lan/Wan environment
- To provide standby support for the deployment at client's site -Install customers' applications on selected computing devices including patch deployment and upgrades
- Managing AD and provide servers access for users
- Any Other Ad-hoc Duties as Required or Assigned

Management and Documentation Support

- Establish documentation on some of the ISO 27001 compliance for the company
- Documented IT guides for Infra team
- Assisted HR for asset records and tracking
- Assisted audit team for any IT-related audit
- Demonstrated self-reliance by meeting and exceeding workflow needs.

**Junior Network Engineer / Systemsquad Pte Ltd - Singapore, Singapore**

**05/2019 - 09/2019**

- Provisioning and deployment network and server at customer site
- Configuring RAID and OS installation for server (HPE, Lenovo)
- Configuring and troubleshooting Cisco network devices (Switch, AP)
- Provisioning and Installation of Cisco Meraki AP MR52
- Deployment and installation of Ruckus Zone Director 1200 and Access Points (R610 and R710)
- Installation and maintenance of Sophos Anti Virus for end user
- Perform backup and restoration for server using Windows Server Backup and Shadow Protect SPX
- Deployment ASUS wireless router RT-AC5300 for end user
- Troubleshooting and solving user desktop issues Deployment of Dell Home Server T30 with RAID configuration, RAM and OS installation

**Field Engineer / SITA - Singapore, Singapore**

**07/2017 - 12/2018**

- L1 onsite troubleshooting support for SITA check-in systems
- Performing preventive maintenance on end equipments such workstations, printers, and scanner Installing and configuration of end user applications and software
- Experiencing working on Customer locations

## EDUCATION AND TRAINING

Universiti Malaysia Perlis - Perlis, Malaysia 09/2015

**Bachelor Degree:** Computer Network Engineering

- 3.11 GPA
- Thesis: Bypassing Routing Protocol for Energy-Efficiency Wireless Sensor Network
- Player for UniMAP Baseball and Softball team in 2011,2014 and 2015
- Trainer for one day talk session for “Introduction to Linux OS” at Politeknik Tuanku Syed Sirajuddin, Perlis
- Participant in umpires and baseball legal course (level 1) in Perlis
- Participant in a course on “Sharing session with SKMM,SIRIM and UniMAP” by SIRIM
- Participant of CIC Programme with Western Digital Media Penang (July 2013-August 2013)
- Participant of IEEE Final Year Project Exhibition 2015
- Participant of MSC Malaysia Job Camp – Software Hackathon 2015

## CERTIFICATIONS

1. AWS Certified Solutions Architect - Associate  
Validation Number: TVGH4KEDDBV41NCZ
2. AWS Certified SysOps Administrator - Associate  
Validation Number: G2RPKLYBHBBQ1LWX
3. Device42 Certified Technical Associate
4. Certified Kubernetes Administrator  
Certificate ID Number: LF-o3fpjr8b77