Mohd Faaiz

Site Reliability Engineer SRE

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Professional Summary

Results-focused Site Reliability Engineer with 3.9 years of experience designing and operating high-availability cloud systems. Adept at automation, reducing deployment times, uptime improvement, and incident response within large-scale environments. Skilled at bridging development and operations for efficient continuous delivery, with a track record of building resilient, scalable solutions powering millions of users.

Key Skills

- Programming/Automation: Python (NumPy, Pandas, ML libs, TensorFlow), JavaScript
- DevOps Tools: AWS, Rancher, ArgoCD, Terraform, Jenkins, GitOps
- Cloud & Infrastructure: Kubernetes (via Rancher), Microservices, Linux
- Monitoring & Observability: Grafana, Kibana, Loki
- Databases: SQL, MongoDB
- Salesforce Ecosystem: Salesforce Flows, LWC, App Builder, Apex
- Others: Tableau, Google Apps Script, Google CSE

Experience

Diksha Technologies — Software Engineer (SRE)

Aug 2024 Present | Client: Airtel Africa

- Architected and maintained scalable microservices serving millions across 14 countries.
- Automated release pipelines with GitOps, reducing deployment time by 60%.
- Increased uptime and reliability by designing robust failover and leading root cause analysis.
- Implemented canary deployments ensuring safer and resilient feature rollouts.
  Tools: Loki, Grafana, Python, Linux, SQL, Rancher, Jenkins, MongoDB, GitOps

Tech Mahindra — Software Engineer

Oct 2021 -Aug 2024

- Enhanced vRAN automation orchestrator for Rakuten using production log analysis and data-driven optimization.
- Built automated data pipelines and dashboards enabling real-time monitoring of key metrics.
- Automated workflows and deployments (Python, Salesforce Flows), boosting stability and reducing manual intervention.
- Developed fault-tolerant email automation for reliable business communication integrated with Salesforce.
  Tools: Kibana, Loki, Grafana, Python, Linux, SQL, Rancher, Salesforce Flows, Jenkins, Microservices

Notable Projects

Automated AWS Infrastructure Deployment with Terraform for Highly Available Web Applications

- Designed and implemented custom AWS VPC architecture with multiple public subnets across availability zones for high availability.
- Configured Internet Gateway and Route Tables to enable outbound internet access for VPC resources.
- Developed security groups allowing inbound HTTP (port 80) and SSH (port 22) traffic with appropriate ingress and unrestricted egress rules.
- Provisioned and launched multiple EC2 instances with custom user data scripts in separate subnets to ensure fault tolerance.
- Set up a scalable Application Load Balancer with target groups and listeners to distribute incoming traffic across EC2 instances.
- Created and configured an S3 bucket with ownership controls and public access settings tailored for project requirements.
- Applied Infrastructure as Code (IaC) principles using Terraform to automate resource provisioning, improving repeatability and reducing manual errors.
- Enabled modularity and reuse by parameterizing core network CIDR blocks, AMI images, and other critical infrastructure variables.

GitHub: https://github.com/Faaiz26/Teraform-Aws-Project.git
Key Technologies: Terraform , AWS (VPC,S3,EC2,ALB,)

SRE Monitoring Agent with Real-Time Dashboard

- Designed and implemented a custom Python-based monitoring agent to collect key system metrics (CPU, memory, disk usage, and error counts from log files) at regular intervals.
- Persisted collected metrics in an SQLite database for historical data analysis and reliability.
- Developed a Prometheus-compatible /metrics endpoint for integration with external monitoring and alerting systems.
- Created a responsive web dashboard using Flask and Plotly to visualize real-time and historical metrics with auto-refresh, supporting interactive trend analysis for CPU, memory, disk, and log error rates.
- Engineered a background thread scheduler to automate continuous metric collection and storage, ensuring up-to-date health signal tracking.

Github : https://github.com/Faaiz26/Monitoring-agent-with-real-time-dashboard
Key Technologies: Python 3, Flask, Plotly, SQLite, Prometheus client, psutil, threading

Education

Bachelor of Engineering B.E. – Bhopal
Jul 2016 Jun 2020 | CGPA 7.6/10

Higher Secondary – Scholars' Den - Khandwa
Jul 2015 Jun 2016 | 75.23%

10th – St.Pius - Khandwa
Jul 2013 Jun 2014 | 80.00%

Certifications

- GCP Big Data and ML Fundamentals
- Tableau Analyst (Badge - Credly)
- Getting Started with Data Science (Open Sap)