KHAWAR BAIG

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EXPERIENCE

Mercurial Minds, Islamabad — *Junior VAS Engineer/Network Support Engineer*
May 2020 - Feb 2022

- Working with monitoring tools such as Nagios and troubleshooting database issues with MariaDB Galera Cluster.
- Configuring Apache servers for both forward and reverse proxy, and managing Proxmox server installations along with virtual machine configurations on Linux Debian and Ubuntu & RHEL. Handling networking configurations, including switches and servers.
- Troubleshoot and resolve complex technical issues, minimizing potential disruptions for customers while maintaining service quality.

Webdoc, Islamabad —VAS/Network/Infrastructure Engineer
May 2022 - 2024

- Led successful network migrations, ensuring minimal downtime and seamless transition for users and applications.
- Conducted regular audits, identifying areas for improvement in both hardware and software aspects of the network infrastructure.
- Safeguarded corporate data by designing backup strategies that minimize data loss risks during outages or system failures.
- Optimized network performance with thorough analysis and proactive maintenance of hardware and software components.
- I have been responsible for a diverse range of tasks, including managing and maintaining Linux OS
- Nagios Core, and Icinga2 monitoring systems. My role involves raising tickets, administering Proxmox environments, and managing MySQL databases along with MySQL replications, MariaDB, and Galera Cluster setups.
- Database load balancing, configuring Apache2 servers, Apache Tomcat servers, and setting up Apache2 proxy forward and reverse configurations.

- Additionally, I handle HAProxy, SQLyog, and PFsense firewalls, including Cisco routing through PFsense. My responsibilities extend to Yeastar and VICidial troubleshooting, as well as the installation and configuration of switches and servers. I also utilize Jenkins for CI/CD

processes and troubleshoot VAS services for providers such as Zong and Ufone.

- Cluster Management: Responsible for the overall maintenance and support of a self-supported MariaDB single-node cluster.
- Configuration Management: In-depth understanding and optimization of cluster configurations, including repository upgrades and node configurations.
- VLAN Firewall Configuration: Managed internal VLAN-level firewall settings to ensure secure network access to the database cluster.
- Security: Ensured the security of database data files and user information, with regular audits and access control verification.
- Database Upgrades: Coordinated with engineers or independently performed database cluster installations, upgrades, and patch management.

Direct Debit System FZ LLC Dubai-DevOps/Infrastructure Engineer

August 2024 -present

Routine Maintenance:

- Performed routine upgrades, patching, and graceful stop/start operations of the MariaDB cluster.
- Verified cluster health and maintained availability using monitoring scripts and alert systems.
- Managed server resource allocation, resolved large data file issues, and handled process deadlocks.

Galera Cluster Recovery:

- Expertise in Galera cluster recovery, including:
  - Single-node recovery.
  - Multi-node recovery.
  - Complete environmental recovery.
- Cloud Collaboration: Worked closely with the cloud provider team to support RHEL 9 installations, routine maintenance, server monitoring, and subscription management.
- System Monitoring: Managed alert systems for performance monitoring, troubleshooting, and maintaining server uptime.

Database Operations:

- Managed backend database operations, including inserting, updating, and tracking records, ensuring high-performance data handling and integrity.

Application Deployment and Version Management:

- Managed continuous deployment pipelines for production applications on RHEL OS, ensuring seamless updates after every new version release.

CI/CD Automation:

- Configured and maintained automated deployment workflows for production environments using version control and orchestration tools.

Payment Tracking and Issue Resolution for Merchant Transactions

- Identified and resolved issues related to payment tracking and processing for merchant transactions.
- Investigated and fixed payment failures, ensuring seamless transaction flow by addressing root causes.
- Retriggered Direct Debit Authority (DDA) requests for unsuccessful payments to ensure timely processing.
- Monitored payment-related files and logs to ensure accuracy and consistency in transaction records.
- Implemented proactive measures to track and resolve payment discrepancies, minimizing downtime and improving reliability.
- Maintained comprehensive oversight of the payment system to ensure smooth operations and adherence to service-level agreements (SLAs).

EDUCATION

University of Peshawar, Peshawar — BSCS

Aug 2010 - September 2012

Bachelors of Computer Sciences (Maths,Statistics,Computer)

Northern University, Nowshera — MCS

March 2013 - September 2015

Master of Computer Sciences

PROJECTS

Project Name — *Zong/Ufone (health insurance.*VAT,RSA.HBS.MIS)

Servers configurations virtual machines on Linux, services deployments (VAS) database configuration clustering