

Mohd Jameel Ahmed

DevOps | SRE Engineer

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PROFESSIONAL SUMMARIES

Dynamic and results-oriented **DevOps** and Site Reliability Engineer of **5 years** of experience with 24/7 On-call Rotation in maintaining and optimizing complex systems. Proficient in monitoring and observability tools such as Prometheus, Grafana, and Dynatrace to ensure system reliability and performance. I am skilled in managing cloud infrastructure using AWS, Azure, GCP and implementing infrastructure as code with Terraform. Expertise in incident management, leveraging scripting languages to automate tasks and improve system efficiency. Adept at containerization using Docker and Kubernetes to streamline deployments and enhance system scalability and Application security with cloud operations.

EXPERIENCE

DevOps |SRE | SMS Techsoft India Pvt Ltd, Bengaluru

June 2022 - Present

Project: Load Miles – Cloud-based Transportation Management System (TMS)

DevOps |SRE Logistics Dispatch and Tracking |

- Led problem management escalations, collaborating with SRE teams to resolve high-priority (P1) outages.
- Configured Uptime Kuma for real-time system uptime monitoring and alerting.
- Deployed and managed containerized applications using Docker and Docker Compose, with monitoring and log management via Portainer.
- Automated AWS EKS cluster provisioning using Terraform, reducing infrastructure setup time by 60%.
- Built serverless workflows using AWS Lambda and DynamoDB for event-driven processing.
- Designed and implemented CI/CD pipelines using GitLab and Jenkins, improving deployment reliability by 30% across both cloud and physical servers.
- Adopted GitOps practices for EKS using Argo CD and Helm charts for version-controlled deployments.
- Integrated SonarQube for static code analysis and Trivy for container vulnerability scanning to enforce coding standards and enhance security.
- Utilized tools like OWASP Dependency-Check and ZAP to identify security vulnerabilities in dependencies and runtime environments.
- Automated log monitoring and forwarded logs from CloudWatch to Datadog for real-time compliance tracking.
- Collaborated with product teams to deploy and maintain AI-based applications, ensuring seamless performance on both physical and cloud infrastructure.
- Documented processes and technical knowledge shared with internal teams to foster cross-functional efficiency.
- Conducted log analysis using the ELK stack and Splunk and used Grafana and Prometheus to monitor system health and proactively resolve performance issues.

DevOps Engineer, Concentrix Services India Pvt Ltd, Bengaluru

Nov 2020 - May 2022

- Automated routine tasks and ensured system stability and security on **Unix/Linux servers** using **shell scripting**.
- Developed and maintained **microservices** using **Java Spring Boot**, implementing RESTful APIs for modular application design.
- Configured and maintained **Nginx** and **Tomcat servers**; optimized application delivery by setting up Nginx as a reverse proxy and load balancer.
- Improved API performance and scalability by designing applications with **microservices architecture**.
- Managed cloud infrastructure across **AWS**, **GCP**, and **Azure**, leveraging services like **EC2**, **Compute Engine**, and **Cloud Storage**.
- Containerized applications using **Docker** and orchestrated deployments using **Kubernetes** for consistency and scalability.
- Designed and deployed **AWS EKS clusters** using **Terraform**, with auto-scaling worker nodes to manage demand effectively.
- Automated **EC2** provisioning using modular and reusable **Terraform** configurations.
- Managed **DynamoDB** tables and **AWS Lambda** functions through infrastructure-as-code with Terraform.
- Configured **GitLab CI/CD pipelines** for automated build, test, and deployment workflows.

Cloud Support Engineer Next Education India Pvt Ltd, Bengaluru

Oct 2019 - May 2020

Provide implementation and support services of digital solutions for schools.

Key-Responsibilities:

- Installed, configured, and managed servers and software in on-premises and cloud environments.
- Performed system maintenance, troubleshooting, & support for cloud-based environments to ensure high availability.
- Manage Support Experience in Hyper-V, VM Ware.
- Provide technical support for clients and resolve issues for staff.
- Performed system maintenance on software, hardware, and configurations when needed.
- Implemented and supported ERP solutions, including client training and onsite updates for physical servers.
- Installed, configured, and managed servers and software in on-premises and cloud environments.
- Administered Hyper-V, VMware, and LAN technologies, optimizing virtualization and network performance.
- Managed network configurations, including IP assignments, and ensured secure access using SSH and SCP.

TECHNICAL & SKILLS

Working area	: AWS, EC2, RDS, SNS, Docker, EKS, DynamoDB, Jenkins, Gitlab, AWS CloudFormation, EC2, Terraform, Azure DevOps, Prometheus, Grafana, Git, CICD, Ansible, Apm Tools, SLO, Incident Management, Python Scripting Linux. Ticketing tools Jira, Confluence, Notification, Slack, Open Project. Docker, ECS, Kubernetes Linux (Ubuntu, CentOS, RHEL), Windows 8/9/10, Windows 10 Pro. Git, GitHub, CI/CD with GitLab. Apache, Nginx, Tomcat, Bash script, Nagios. Splunk, ELK (Elasticsearch, Logstash, Kibana).
Public Cloud	: Amazon Web Services (AWS) - VPC, EC2, S3, EBS, Auto Scaling, RDS, IAM, Route 53, CloudFront, DynamoDB, CloudWatch, SES SNS. Digital Ocean
Consulting & Strategy	: Stakeholder Management, Client Relationship Management, Incident Management, Agile

ROLES&RESPONSIBILITIES

- Deployed the AI model using GPU-based infrastructure.
- Lead **blameless postmortems** for P1/P2 incidents, ensuring RCA and preventive actions.
- Reduce **MTTR** by 30%+ through proactive monitoring and automated remediation.
- Design **high-availability architectures** for **EKS clusters, EC2 fleets, and serverless (Lambda)** workloads
- Automate cloud provisioning using **Terraform/CloudFormation** (AWS EKS, VPC, DynamoDB, etc.).
- Manage **GitOps workflows** Argo CD, Flux for Kubernetes deployments.
- Develop **self-healing systems** with auto-remediation scripts Lambda for EC2 recovery.
- Build and optimize **CI/CD pipelines** using **Harness/Jenkins** for zero-downtime deployments.
- Implement **canary/blue-green deployments** for EKS and Lambda-based applications.
- Enforce **immutable infrastructure** practices via Terraform and Packer.
- Standardize **APM dashboards** in **Dynatrace/Datadog** for EKS pods, Lambda, and DynamoDB.
- Configure **synthetic monitoring** and **real-user monitoring (RUM)** for end-to-end visibility.
- Set up **alert fatigue reduction** strategies, AIOps based anomaly detection.
- Design, implement, and maintain continuous integration and continuous deployment (CI/CD) pipelines for microservices and AI model deployments
- Optimize **EKS node pools** (bin packing, spot instances) and **Lambda concurrency**.
- Reduce **cloud costs by 20%+** via right-sizing EC2, DynamoDB autoscaling, and reserved instances.
- Conduct **capacity planning** for peak traffic Auto Scaling policies, Load Testing.
- Partner with Dev teams to **shift-left reliability** (chaos engineering, performance testing).
- Mentor teams on **SRE best practices** (error budgets, toil reduction).
- Document **runbooks** and **disaster recovery** procedures for critical systems.
- Configure and Deploy Set up and configure the GPU-based Docker containers to host the AI model effectively, ensuring high-performance computing for machine learning tasks.
- Resource Allocation monitor GPU usage and allocate resources efficiently (NVIDIA's Docker runtime).

EDUCATION

Bachelor of Engineering in Computer Science and Engineering

Visvesvaraya Technological University (VTU), Ghousia College of Engineering, Bengaluru, India

August 2014 – January 2019