ZAKA UDDIN KHAN

IT PROFESSIONAL

"PASSIONATE IT PROFESSIONAL WITH A FLAIR FOR LEADING FROM THE FRONT TO DELIVER WINNING RESULTS"

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OBJECTIVE

I want to become a technical management asset for the company I work for and excel the company hierarchy according to my skills and hard work while keeping myself aligned with the company objectives and business goals.

EDUCATION

- **Bachelors in Computer Science (BS)**

Sir Syed University of Engineering & Technology Karachi, *2009*

SEMINARS & TRAININGS

- Answering Tough Questions as A Leader – 2023, LinkedIn.

- Body Language for Leaders and Managers – 2023, LinkedIn

- Management Insides classes at Cloudways - 2021

- PMP Bootcamp – AUC Technologies 2018

- AWS Associate Architect – 2017

- ITIL 2014

- CCNA 2011

- Linux Admin L2 2009

WORK EXPERIENCE

Xper2go Pvt Ltd

Manager Technical Support   *April 2024 – Present*

Managing the operations of two important departments for the technical support, Service Delivery and Helpdesk Support.

- Client facing role, status updates to clients and client relations handling in all sort of situations.
- Designing & Maintaining Networks & Infrastructures for well-known hotels in USA
- Managing and resolving technical and client escalations.
- Understanding and designing journey for deliverables
- Giving weekly briefings to C level executives
- Controlling daily flow of technical problems and guiding team to act

Ed Tech Ventures

Operations Manager   *Jan 2024 – March 2024*

- Managing and resolving operational issues for a web based learning platform
- With direct reporting to the CEO, responsibilities included aligning training materials, hiring and managing online tutors and organizing on-boarding for those contractual tutors
- Aligning with product head to work towards the company objectives and quarterly targets

CLOUDWAYS BY DIGITAL OCEAN

Manager Platform Operations   *May 2019 – Sep 2023*

Part of leadership group which oversees a large and diverse team of 100+ Cloud Engineers who ensure the smooth and reliable performance of our Platform as a Service and Software as a service, solutions. It was a leadership role in a growing department which grew during Covid-19 from 40 to 100 Cloud Engineers (national & international) working 24x7 on a PaaS/SaaS platform operation. JD includes but not limited to:

- Ensuring meeting the customer centric KPIs & SLAs day to day basis
- Coordination with cross functional teams like Customer Success, Engineering, Marketing & Social Media to ensure prompt resolution of customer business issues
- RCAs and Analysis of outages/incidents with strategy to mitigate future events
- Hands on management of AWS, GC, Azure & Digital Ocean cloud services architectures for clients.
- Building monitoring systems and ensuring high availability for high end customer websites.
- Incident management and Process designing

AREAS OF EXPERTISE

- Project Management
- Project & Product roadmap development
- Forensic Analysis
- Technical Project Management
- Technical Operations Management
- Team building & Mentorship
- Leadership
- Problem Solver
- Managing large support teams
- Chat, Phone support team management
- Managed Services Specialist
- Scrum Master
- Agile Practices
- Client & Customer handling
- Office 365
- Cloud Security
- Monitoring & Troubleshooting
- Open Source Technologies
- Architecture designing
- WordPress, PHP, Magneto expertise
- IBM WCS & WAS hands on

- Forecast calculations for future workforce along with improvement and scaling strategies for multiple SOPs and Processes used to ensure customer satisfaction
- Nurturing direct reports and engineers with sense of accountability and sharpen their edges to helpthem become future leaders & assets for the company
- Maintain & design 24x7 shift rosters to ensure coverage 365 days of year and gauge performance ofall engineers through programs like Employee of the Month to maintain motivation
- Daily reporting of Zendesk, Intercom, and understanding of Open-Source technologies.
- Exposure to tools like Jira, Assembla, Zapier, Survery-Monkey, custom CRM, Fresh-desk, Power BI and multiple web-based partner services like DNS-made-easy, Elastic-Email, Rack-space, Cloudflare, Sucuri & Containers.

ROYAL CYBER INC

Technical Project Manager   *May 2016 – Apr 2019*

- Heading managed services projects based on IBM WAS, IBM WCS, Open Source and AWS technologies, and ensuring timely resolution of SLA based escalations.
- Client facing role with regular updates to keep their expectations aligned.
- Project scope implementations, timeline management and stakeholder transparency were crucial part of JD.
- Project stories maintenance on Jira
- Also took care of few PHP & Magento based development projects.
- Lead a team of almost 20 engineers across various countries and ensure high availability for critical projects.
- Leading automation, configuration & deployments of infrastructures.
- Team Leadership, Motivation and planning project phases were my key areas through which I benefit mycompany.
- Server virtualization and storage management.
- Designing Managed Services Solutions for these projects was also part of my responsibilities, specially CI/CD pipelines
- Exposure to Azure, Jenkins, Docker, Ansible, Python and Powershell

GEO TV NETWORK

Associate Manager IT & TELECOM   *Dec 2014 – Apr 2016*

- Managing & supervising all kinds of IT Operations across 5 different offices and 2 locations leading a team of 6 people to make sure smooth operations of IT are in place.
- Coming up with plans to tackle various challenges in ongoing projects R & D work for enhancing the performance of the department.
- Planning & Execution of Network + Server Infrastructure Plans with Supervision of Network & Server Administration with Supervising Systems Administrator & Systems Administration activities.
- Planning & Management of IT Resource & Team Allocations for any ongoing & upcoming Projects.
- Service requests & Problem management across the premises
- Desktop compliance, Antivirus management, IT compliance for services in use

GAME VIEW STUDIOS

Senior Systems & Cloud Engineer   *Jul 2012 – Nov 2014*

- Part of IT OPs Team with following managerial responsibilities:
- EC2 Instances on Amazon, S3 data accounts on AWS, VPC configuration on AWS Cloud, LoadBalancing, Billing of AWS.
- Also GAE (Google App Engine) Server instances & their Billing matters.
- Windows Server 2008 and 2012 configuration, troubleshooting & management (DHCP, DNS, AD) Linux Server configurations,

- Cloud services expert (AWS, GC, Azure, Digital Ocean)

- Server Administration

- Windows Servers

- Redhat/Centos/Ubuntu Linux flavours

- Office 365 Migrations

- Database Migrations

- On Premises to Cloud Migrations

- Platform to Platform Migrations

- Network infrastructure designing

troubleshooting & management on Centos & Ubuntu with some additionalresponsibilities included IT Procurements, Smart Phones & Tabs support (Android, iOS, Windows,
- BlackBerry) System Support across platforms (Windows, Macintosh, Linux) Server Virtualization via XenServer and managing WAN with multiple ISPs on Cisco ASA

GUARDED SYSTEMS
Network Support Engineer   *Dec 2011 – Jun 2012*
- Providing technical support for our mother company, a U.S. based Network Solutionsfirm (Guarded Systems) who have their networking equipment installed in multiple hotels and resorts across U.S. and Caribbean.
- Working on Network Gateway devices such as Nomadix, MSC, Zyxel; Wireless Controllers like RuckusZone Director, Aruba, U4EA. Also, Cisco & TrendNet switches.

THE RESOURCE GROUP (TRG)
Customer Support Executive   *May 2011 – Nov 2011*
- Inbound customer service for Qubee(the WIMax internet providers)
- Hands on experience on wifi & wimax devices such as Simens686, Siemens SX681, Siemens SX682, Zyxel, Shuttle (portable wimax device)
- Level1 support through CRM software for logging complains & escalating matters to Tier 2 & Tier 3, work with NOC (network operation centre) to lock new device locations with the data & coordinates provided by the onsite engineer.
- Working on NMS (network management system) to monitor Qubee's Network all across the Pakistan(Karachi, Lahore, Islamabad, Rawalpindi).

TPS WORLDWIDE
Systems Engineer   *Dec 2009 – Apr 2011*
- Providing online and onsite support to clients using TPS software.
- Deployment of software patches, working on ATM, Controller Switch Software IRIS, based on Linux andOracle, provide technical support to local and international clients whom are using TPS' ATM switch controller, working on Linux based systems (Red Hat, Centos, Ubuntu) using CLI (command line interface).
- Did international deployment projects in Nairobi (Kenya) and Douala (Cameroon).

ACHIEVEMENTS
- In my most recent job as Technical Operations Manager at Cloudways by Digital Ocean I was part of the management group taking care of a department of 100+ engineers from all over the world (Pakistan, India, Philippines, Croatia, Bulgaria, Mexico, Argentina, El-Salvador, Singapore etc.) where I trained those engineers to become A grade support engineers for our hosting product. Also, I played a vital role in managing the department and communicate cross functionally to attain the best customer experience for our webhosting customers.
- In my previous role as Technical Project Manager at Royal Cyber, I was responsible to manage multiple managed services and development projects across the globe (Australia, U.K. Mexico, United States etc) where technology used was mainly IBM WCS, IBM WAS, AWS, Linux, Shopify and Magento. I ensured the smooth operations of these project support 24x7 and made sure deliverables are met with timelines.