**Muzaffar Shaik**

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**Objective**

Aspire to work with a dynamic organization where there is scope to take up challenges and to explore opportunities in emerging technologies and grow as I learn new things.

**Employment History**

**July 2015 – October 2016: NISC Export Services**

**Support Engineer – DevOps**

NES (NISC Export Services) is an off-shore partner of EBSCO Industries Inc. EBSCO has many Businesses.   
  
We at EBSCO follow Kanban, Lean and Agile methodologies to ensure proper Engineering Operations. I was part of the Application Life Cycle Management Team. Smooth functioning of engineering operations being the priority DevOps culture always existed in the organization but we did not have that naming system.

Our EBSCO Leadership started the nomenclature of DevOps and Site Reliability. Since then I am part of the DevOps Team. Recently SAFe(Scaled Agile Frameworks) was implemented in operations. There are several products and each one of them is associated with an ART (Agile Release Train).

As a DevOps team we cater to different Agile Release Trains. Collaborating with Development teams and Product owners to make sure the code is deployed successfully and the Iteration objectives are achieved and product is being delivered as planned. Also automating and streamlining processes wherever applicable and eyeing the Continuous Deployment. Troubleshooting is another major part where we have to involve not only the Dev teams but the Database, Infrastructure, Storage and Network teams as well.

**January 2014 – July 2015: Amazon Development Centre, Hyderabad**

**Associate – Seller Support Operations**

I worked with the sellers, security specialists, system administrators, internal employees (end users). Troubleshoot or resolve the day to day issues assigned through the Remedy ticketing tool, via calls and email requests. Raising tickets to the concerned department so that the issues could be addressed as per the SLA.

Adaptability is thoroughly tested with these cross functions, the business demands. Been an ad-hoc mentor and point of contact for updates, queries and generating daily reports. Following the best practices in IT service management as I am familiar with **ITIL** foundation concepts. Amazon has helped me inculcate the leadership qualities such as **earning trust of others, being vocally self-critical, frugality, bias for action, ownership, etc**. which are applicable in our daily life as well as in professional life irrespective of the organization one works.

**Technical skills**

**Linux Administration** (RedHat/CentOS, Debian/Ubuntu)

**Windows Server Administration**.

**Network Administration -** Strong knowledge of TCP/IP, OSI models and Cisco router configurations (initial configurations and WAN interface configurations). Troubleshoot and resolve VLAN issues, trunking issues, routing issues especially OSPF and EIGRP issues, inter VLAN issues.

**Tools**  
Version Control or source control - TFS (MS Visual Studios) hands on, basic knowledge of Git  
  
Automation and configuration management - Chef, Jenkins, CA Release Automation  
  
Network and performance monitoring - Nagios, Logic Monitor, BIC Analyzer, Grafana/graphite,basic knowledge of F5 and AVI load balancing  
  
Ticketing - Remedy, Rally and Service-now   
  
**Other skills** – Hands on OpenStack, VMware, basic knowledge of PowerShell, Javascript, C, C++,SQL, OOPS concepts and Machine Learning

**Education**

Graduated in Electronics and Communications Engineering from Aditya Institute of Technology and Management,.

**Personal details**

Self-motivated and a quick learner. Open to feedback.

Languages – English, Hindi and Telugu – write and speak (fluently)

Urdu – speak (native)