**Mohammad Arsalan Naeem**

Phone: 07955453556 LinkedIn: https://tinyurl.com/naeemarsalan

Email: [Naeemarsalan@gmail.com](mailto:Naeemarsalan@gmail.com) Nationality: American/British

Experience includes managing servers for small/medium range enterprises across multiple platforms. Highly experienced with commercial PHP working and developing CMS. Experience with cloud computing such as AWS/Azure used as CDN and Backup storage. Creating robust CI/CD pipelines to empower developers. Developing and deploying apps to scale on demand.

**Education**

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| University of Leeds – Leeds West Yorkshire  MEng Biomedical Engineering  2013 – 2016 | Bury College – Bury Manchester  Engineering Diploma Level 3  Graduated with Triple Star Distinction A-Level Equivalent (A\*AA) | Derby High School – Bury Manchester  GCSE: Level 2 Engineering Diploma, English B, Math B, Chemistry B, Physics B, Biology B, Computing A |

**Technical Skills**

Programming Languages: C++, VB, ASP, Java, Excel, Python, Ruby, Perl, HTML, XML, CSS, GIT, Rust, Go, AWS

Administration on Operating System: Windows Servers, Linux (Red Hat) CentOS, MacOSX

Virtualization Technology: Confident in XEN, HyperV, VMware, KVM. Operations Support. Build, Configure, and test ESX hosts, Virtual Centre Servers, VUM servers and general maintenance of virtual environment including hosts and virtual machines. Able to use VMware vSphere CLI, and VMware vSphere PowerCLI to script and automate builds and changes to environment. Performed migrations of both Windows and Linux servers using vConverter, VPLEX and DoubleTake, Designed and implemented Hyper-V and Hyper-V Failover Clustering, virtualizing over 90% of workloads, enabling high availability across most systems, and driving efficiency for local and remote locations

Linux Experience: Shell scripting BASH, Web Server Apache/Nginx, SQL Server MySql, PostgreSQL, DNS BIND, Firewall and Ports Rule Configuration.

Dev Tools: Bazel, Make, Git, Gradle, Maven, Hudson, Jenkins

Devops Tools: Graphana, Prometheus, Kibana, Terraform, Packer, logstash, collectd

Cloud: Amazon Web Services, Google Cloud Platform, vSphere 6.x, Azure, Openstack

Windows Server: PowerShell, VMware (ESX), PXE, MS Clustering, DNS, Group Policy, Active Directory

Networking: Configuring and implementing Remote Access Solution: IPSec VPN, EasyVPN, SSL VPN, Citrix Access Gateway, Citrix Secure Gateway, Configuring Pix to Pix, ASA to ASA and Router to Router VPN, Configuring VLANs, VTP, Etherchannels, Configuring intervlan routing on Layer-3 switches, Securing switch access, Configuring routing using OSPF and policy routing using route maps, Implementing traffic filters using Standard and Extended access-lists, Also experienced with June OS.

**Work Experience**

Sr. Devops Engineer – MS3 – Harvard University Information Technology

Production Kubernetes cluster with monitoring and real time reporting. Mulesoft migrations from stand-alone EC2 to Kubernetes. Lift and shift migration strategy implemented. Full automation deployment of cluster and supporting infrastructure. High level of auditing and security implemented.

Sr. Devops Engineer – MS3 Mountain State Software, CI/CD deployment of mulesoft API, migration from ECS to Kubernetes. Deployment of production ready Kubernetes cluster with multi tenancy. Strong GIT ops approach to infrastructure management. Converting legacy manual process in to robust CI/CD automation. Implanting solutions to monitor QA of micro services, investigating performance issue and optimization. Collaborating with and providing assistance to engineering teams as we work together to create new and enhance existing solutions. Provide support and training for developers and system engineers. Create, develop & manage the deployment architecture for the application.

Devops Engineer – Radius Payment Solutions (UKFuel Cards), Create and maintain fully automated CI/CD pipelines (Gitlab/Jenkins) for code deployment using Terraform, packer. Actively manage, improve, and monitor cloud infrastructure on AWS, EC2, S3, and RDS, including backups, patches, and scaling. Built and deployed Docker containers to break up monolithic app into microservices, improving developer workflow, increasing scalability, and optimizing speed. Automated deployments for cloud servers using Python (Ansible/Puppet) and Bash. Manage 200+ total AWS, Jenkins, and Chef accounts to more effectively control access to resources and increase security. Maintain build profiles in Team Foundation Server and Jenkins for CI/CD pipeline. Development of cloud application development solutions (e.g. PaaS, Serverless, API Management), Container orchestration (Kubernetes/Nomad). Kubernetes cluster management using rancher. Proven ability to solve complex problems with limited resources, on-time, and within budget. Assist in deploying Kubernetes into air-gapped enterprise environments with kops self-hosted assets. Implemented capability to re-use security groups, iam profiles, in order to pass security review and PEM testing. Utilized helm charts to deploy Cassandra and Datastax enterprise. Designed and implemented Cassandra containers and stateful sets based on contributed Kubernetes Cassandra examples. Implemented POC using weave to create a mesh pod network between two K8s clusters. Mentored developers in K8s design and custom application implementation. Provide ongoing technical assistance in areas including model database management, configuration management, and simulation runs. Develop, support, and improve tools for continuous integration, automated testing and release management. Strong knowledge of networks, compute, cloud, virtualization, network infrastructure, telecom networks, circuits, datacentre technologies and best practices. Design, develop, improve operational processes including automated backup and recovery procedures, security and patch management

**System Engineer** – Total Care and Support LTD, Leadership of a small team of systems and IT engineers responsible for maintaining the business' \*nix B2B, B2C and Microsoft-based internal systems. Management of operational goals and delegation of tasks and project work to other team members. Architect for new ISP platforms; including, but not limited to; mid to large-scale RADIUS systems (circa 14k users), VOIP-telephony platforms, web farms and database clusters (Percona cluster & MySQL cluster (NDB)). Boosting service uptime by implementing server & network resiliency wherever possible. System-failover automation planning & implementation. Strategic management of server estate (server consolidation, retirement, relocation & virtualisation). Planning and commissioning of new data centres, utilising energy-efficient air control systems (hot/cold air containment & evaporative cooling). Advocate of general, global good practice throughout IT-related business processes (including cabling standards, backup policies, server room & working environment). 24/7 out of hours, escalated support. Designing and implementing measures required to aid the business in conforming to security standards (IS027001). Daily training and coaching of junior/other team members to aid their personal development and expand skillsets. Maintenance of a variety of customer and internal platforms including; VPS/Cloud hosted systems, web hosting (dedicated and large scale non-dedicated hosting), PBX telephone systems, large and small scale email systems, web-portals and web-based tools, DNS, database applications and backup/shared storage facilities using various methods of redundancy and failover. Duties also include post/hostmaster-related support tasks, maintenance of firewalls, general monitoring of soft/ hardware, server builds, customisation of various software applications, documentation of systems/changes and 24/7 response to call-outs both on and off-site at remote P.o.Ps.

**3rd Line Support & Cloud Infrastructure** – San IT LTD, Lead the team of 5 qualified IT technicians to deliver the IT solution to the agreed cost, time and quality measures. Responsibility for Priority 1 tickets and site visits relating to these. Delivering support and technical expertise to end users face to face, over the telephone and via remote support software. Responsibility for ensuring that internal systems are operating effectively, backups are operational. Also implementing Backup and Disaster Recovery with azure cloud. Also understanding cloud costs and being able to design a financial strategy. Creation of documentation / method statements / how-to guides for internal and external customer solutions/problems.  Understanding and achieving SLAs and KPIs. Assist and support 1st/2nd line Support Engineers with workload as necessary. Planning and implementation of internal and customer projects. Ensure adequate risk and issue management in place to ensure the success of the project. Proactively manage cost and benefit across the whole project. Helping business layout and understand internal data using REST API and Power Bi.

**3rd Line Hosting Engineer** – M24Seven, Working with team of hosting engineers, using Technical aptitude to troubleshoot and resolve issues. Call logging was required to log tickets and update, also offer support over phone on 24/7 helpdesk, Providing customer services of a non-technical nature*.* Excellent telephone manner, Confidence to deal with demanding customers and positively influence them. This included Windows hosting, Linux hosting, Server administration and management of Hardware failures Proactive response to incidents within the hosting ecosystem. Learning new software quickly, ability to install and troubleshoot server and networking services. Working with Windows Server including SQL Server, Exchange Server, IIS, Terminal   
Services/RemoteApp Services, Active Directory and Group Policy

**Senior Administrator** - LetitDry LTD, Manchester, This job has many roles which started from

deploying a custom CentOS server to developing a bespoke website and running the day to day

operation at this company also research into new technology regarding garment printing. The

technical side involved setting up an Apache server with MySql optimised to run as fast and securely

as possible. AWS was used for CDN and backup and Python script for regular backups. Email Server

Dovecot and Postfix with Virtual Domain support to handle multiple site emails was also

implemented. Administrator of office server running Windows Server 2012 R2, I had to migrate

Domain controller from 2008 to 2012 R2 with SMB , Printer, SQL servers. User and group policy

management for the office and connected to offsite redundant backups.

**References**

Multiple references can be provided on notice.