Shafique Rahman

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|  | Personal Details |  |
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**Address** 5 Millburn Way **Date of Birth** 26/03/1970

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|  | Employment Details |  |
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**Evora 2018-2019**

**DevOps Engineer**

Ensuring application and environment have high levels of availability, security and scalability.

* Manage the AWS infrastructure (setup AWS cloudwatch alerts)
* Deploy application upgrades after each 2 week dev sprint via AWS EBS
* Assisting with ad-hoc database tasks (general SQL querying, updates, db creation/deletion)
* Configure Route53. Backup to S3 Buckets. Provision Infrastructure using Cloud Formation
* Managing internal and external bugs and issues through JIRA
* Liaising in an agile environment, contributing through daily stand-ups and regular sprint reviews

**Alterian 2016-2018**

**Senior Cloud Application Engineer**

Working with, and supporting development teams with application development, configuration for deployment and monitoring & automation for all hosted software, databases and applications.

* Install, maintain, upgrade and configure Email Manager and Campaign Manager Applications.
* Responsible for successfully delivering OS updates on multiple data centres worldwide.
* Responsible for successfully implementing and rollout of monthly application upgrades worldwide.
* Adhere to strict KPI’s – Server uptimes, Ticket resolutions, Maintenance Window downtimes.
* Provide system administration services to the development team.
* Provide application configuration management services to clients.
* Assisting with Major Incident Management, providing regular updates to the business and performing root cause analysis when needed.
* Extensive SQL knowledge gained, use of SQL logs and profiler to investigate issues,
* Run Powershell scripts to upload/download data, configure schedule tasks.
* Major Achievement: Sole person to take ownership of the final build and perform, train and document EMEA, AU and NASA product application and OS upgrades.

**SDL 2013-2016**

**Senior Application Manager**

Perform day to day application management, server & application monitoring and supporting Incident, Problem, and Change processes. Working with the development teams to identify application changes, manage rollout changes via CAB and implement fixes to improve operations.

* Performing major monthly server application maintenance (Production, DEV and UAT).
* Proactive member of Change & Release meetings and RCA investigations.
* Became the EMEA product escalation point of contact for offshore team.
* Work closely with Technical Support and Infrastructure teams to assist with incidents.
* Provide team training; compile JIRA Confluence pages, Run Books. Document known issues and resolutions onto Wiki library, knowledge articles and ‘known error’ databases
* Configure/monitor Application Monitoring and act on monitoring alerts.
* Major Achievement: On-site mentoring, support and training for Bangalore based colleagues.

**Alterian 2007-2013**

**Senior Technical Support Consultant**

Engaging and troubleshooting with new & technically advanced end users worldwide with industry leading analytics and campaign management software helping businesses generate, evaluate and manage high volume campaign data and deliver campaigns over multiple channels.

* Escalation Point of Call and Triage of technical issues to other teams.

Have acted as technical escalation point in absence of senior managers in central locations including being on-site at offices in the US and Australia.

* Release Manager.

Organise internal testing of releases prior to external release.

Manage Software Release’s using Alterian’s WCMS for external download availability.

Managing, updating and documenting Software Release Procedure.

* Major Achievement: Stepped into role of ’Install and Admin Trainer’. Became sole trainer for the Partner 2 day Technical ‘Alterian Install and Admin’ Course. Role included reviewing and updating training documentation to include latest s/w features.

**MarkIT Information Services 1998–2007**

**Production Services Consultant**

To support, configure and maintain Citrix hosted Production Clients on and off-site locations.

* Install and configure Alterian suite across major partner sites, including sites in the US and Europe.
* Help troubleshoot on Partner sites with Installs and Configurations.
* Perform weekly data integrity checks, db audits, run Bureau Activities (Path cleaning).
* Engineer and manipulate large datasets in various formats.
* Participated in Workshops and Technical Partner Days which consisted of Presenting amongst other topics, ‘Best Practises’
* Major Achievement: Successful Citrix hosted completion of POC partner led to complete on-site hosted implementation.

**Operations Consultant**

Managing the installation, testing and support of software for all MarkIT clients.

* Provided strategic analysis to support change in targeting strategy.
* Developed and executed mailings and campaigns.
* Major Achievement: 5-month on-site consultancy after departure of marketing manager.

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|  | Skills and Tools |  |
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AWS: EC2, Route53, S3. EBS, Cloud Formation.

Logging Tools: Logstash, Elastic Search, Kibana.

Deployment Tools: Batchfile. WSUS.

Monitoring Tools: Frameflow. PRTG, Zabbix.

Alterian Suite (Email Manager, Campaign Manager, ETL Tool).

Windows Server 2008-2016. IIS.

Service Desk Tools: ServiceNow, JIRA.

Virtualisation technologies (Hyper-V, VMware).

SQL, SQL Server installation and administration.

Citrix installation and administration.

Atlassian Suite (JIRA, Confluence, JIRA Service Desk).

PowerShell.

Git/BitBucket

Experience of ITIL principles and methodologies.

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|  | Education and Qualifications |  |
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University: University Of Central England (Birmingham)

***M.Sc. Industrial Logistics (Customer Focused)*** (Sep 1996-Dec 1997)

All twelve units and Thesis completed successfully with M.Sc. awarded.

***B.Sc. (Hon) Industrial Information Technology. (P/T)*** (1991-1996)

*Award: 2:2*

Colleges: Matthew Boulton College. (1989-1991)

***BTEC National Diploma in Electrical Electronics Eng.***

Joseph Chamberlain College.(1986-1989)

***BTEC First Diploma in Mechanical Engineering.***

***GCSE subjects including English****.*

School: Saltley Secondary School.(1981-1986)

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|  | Additional Information |  |
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Currently self-learning AWS (Certified Solutions Architect Associate)

I participate in a number of sporting events such as 5 a side football and boxercising.

I hold a full clean UK’sdriver’s licence.