# Mohammed Farrokhali

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## Professional Summary


- Over 5 years of progressive experience in Cloud Engineering, DevOps and Site Reliability (SRE) across insurance, banking and healthcare.
- Strong expertise in designing and operating secure, scalable cloud platforms on **Azure and AWS** with emphasis on compliance, automation and cost optimization.
- Built and managed production and non-production environments using **Terraform** and YAML pipelines; automated provisioning, configuration and releases for Dev/QA/Staging/Prod.
- Designed and ran production-grade **Kubernetes** clusters (AKS / EKS) with Helm, RBAC, autoscaling and service-mesh integrations to deliver zero-downtime deployments.
- Developed and maintained **CI/CD** for Java and Node.js applications using Jenkins, Azure DevOps, GitLab CI and GitOps (ArgoCD); reduced deployment time and regression cycles significantly.
- Implemented observability, monitoring and incident response using Prometheus, Grafana, ELK, Azure Monitor and CloudWatch; defined SLIs/SLOs and reduced MTTR through automation and runbooks.
- Hands-on networking & security: SSL/TLS, ports/inbound-outbound rules, NSGs, security groups, VNet peering, CDN access controls, IAM and RBAC for least-privilege access.
- Strong scripting and automation skills (Python, Bash, PowerShell) for operational tasks, log analysis, remediation and cost-control automation.


## Core Skills

- **Cloud:** Azure, AWS
- **IaC:** Terraform,Ansible,
- **Containers:** Docker, Kubernetes (AKS, EKS), Helm
- **CI/CD:** Jenkins, Azure DevOps, GitLab CI, GitHub Actions, ArgoCD
- **Monitoring:** Prometheus, Grafana,Loki
- **Security & Networking:** IAM, RBAC, NSGs, Security Groups, SSL/TLS, CDN access restrictions, VNet/VPC, Load Balancers
- **Scripting:** Python, Bash, YAML, selenium , core java
- **DevOps Practices:** GitOps, DevSecOps, SRE, RCA, reduction
- **OS:** Linux (RHEL, Ubuntu), Windows Server

## Professional Experience

**Cloud & DevOps / SRE Engineer** Oct 2024 – Aug 2025

*United Services Automobile Association (USAA) — Financial / Insurance — Remote (CPT)*

- Designed and managed secure, scalable cloud infrastructure across **AWS and Azure** for customer-facing insurance and banking services; enforced compliance controls (PCI/HIPAA) and least-privilege access.
- Built cloud infrastructure (production / non-production) using **Terraform** and YAML pipelines to provision VMs, networking, storage and managed services consistently across environments.
- Configured Azure Virtual Machines, App Services and managed networking (VNet, VNet Peering, NSG rules) and AWS equivalents (EC2, VPC, Security Groups) with inbound/outbound rules and port restrictions.
- Migrated on-premises applications to Azure/AWS, ensuring secure, scalable architectures with load balancing, auto-scaling and redundancy for high availability.

- Built and optimized **CI/CD pipelines** in Jenkins and Azure DevOps for Java and Node.js microservices; integrated automated testing, artifact management and branch protections — reduced deployment lead time by 40%.
- Implemented GitOps with **ArgoCD** to enforce environment consistency and streamline rollbacks across Dev/QA/Staging/Prod.
- Developed observability stacks using **Prometheus, Grafana** — defined SLIs/SLOs, created dashboards, and configured alerting for SLA compliance and proactive incident detection • Established connection between servers to GitHub Actions and Jenkins on Ubuntu VMs; automated log monitoring with Linux tools (grep, tail, Ethtool,Ifconfig) to reduce MTTA. • Integrated DevSecOps tooling (Trivy, SonarQube) into build pipelines; implemented SSL/TLS certificate management.
- Automated routine ops (log collection, backups, patching validation) with Python and Bash scripts, freeing engineering time for platform improvements.

**AWS Cloud / DevOps Engineer** Feb 2022 – Aug 2023

*Tata Consultancy Services (TCS) — Banking Domain (SBI) — Hybrid / Onsite*

- Designed and maintained secure, high-availability cloud infrastructure on **AWS** (EC2, EKS, RDS, S3, VPC) and Azure for banking applications and customer-feedback services.
- Implemented Infrastructure as Code using **Terraform** and automated configuration with Ansible to provision consistent Dev, QA, Test and Production environments.
- Built and maintained multi-stage **CI/CD pipelines** with Jenkins and Azure DevOps for Java and Node.js applications; implemented blue/green and canary deployment strategies.
- Containerized workloads with Docker and orchestrated via Kubernetes; used Helm charts for reproducible deployments and secrets management.
- Configured networking and security including VPCs, subnets, security groups, NACLs, TLS/SSL configurations, load balancers and CDN access restrictions to meet banking security requirements.
- Implemented monitoring and alerting with Prometheus, Grafana, to track SLIs, detect anomalies and meet SLA targets.
- Deployed Jenkins + SonarQube + Grafana stack on AWS EC2 for integrated CI/CD, code quality, and monitoring. • Collaborated with application, QA and security teams to resolve build/runtime issues, optimize pipelines and conduct capacity planning for peak loads.
- Performed RCA for incidents and implemented automated remediation scripts to reduce downtime and operational overhead.

**Azure Cloud Engineer** Mar 2020 – Jan 2022

*Carelon (formerly Elevance Health) — Healthcare Domain — Hybrid / Onsite*

- Started as Cloud Engineer and progressed to lead Azure platform responsibilities for EMR, lab integrations and healthcare microservices under HIPAA compliance.
- Built cloud infrastructure (production/non-production) using **Terraform** and YAML pipelines; provisioned and managed Azure resources (VMs, Storage Accounts, App Services, Load Balancers).
- Configured and secured networking: VNets, VNet Peering, NSG rules, inbound/outbound port controls, VPN gateways and CDN access restrictions for controlled content delivery.
- Migrated on-premises healthcare applications to Azure, implemented auto-scaling, redundancy and Azure Site Recovery for disaster recovery and zero-downtime cutovers.
- Designed and supported Kubernetes (AKS) clusters, Helm charts and RBAC for secure multi-tenant deployments of healthcare services.
- Implemented CI/CD pipelines using Azure DevOps and Jenkins for Java/.NET and Node.js microservices; integrated automated compliance and security checks.
- Built observability dashboards in Azure Monitor and Grafana to monitor latency, error rates and uptime for patient-facing and backend services.
- Managed Git repositories, branching strategies and provided day-to-day Git support for development teams.
- Responded to production incidents, developed runbooks and automated remediation to reduce MTTR and ensure service continuity.

## Projects

**3-Tier Microservices on AKS**
Designed and deployed a scalable 3-tier microservices application on Azure Kubernetes Service (AKS). Implemented CI/CD with Jenkins and Azure DevOps, IaC with Terraform, and GitOps deployments via ArgoCD; ensured zero-downtime releases and environment parity across Dev/QA/Prod.

**Cloud-Native Deployment on AWS**
Delivered containerized workloads on AWS EKS using Docker and Helm. Automated infrastructure provisioning with Terraform; added security (SonarQube, Trivy) and observability (Prometheus, Grafana, ELK) to improve reliability and reduce MTTR.

**Monitoring & Observability Platform**
Built a centralized monitoring platform combining ELK, Prometheus and Grafana; created dashboards, alerts and tracing pipelines that enabled proactive incident detection and shortened remediation time.

## Education

**Master of Science, Information Systems** Indiana Wesleyan University, USA — Aug 2025
**Bachelor of Technology, Computer Science Engineering** Andhra Loyola Institute of Engineering and Technology, India

## Work Authorization

Authorized to work in the U.S. — No sponsorship required up to 36 months OPT period. Available immediately.