Faysal Mehedi

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Experience

IQVIA   Dhaka, Bangladesh
Product Site Reliability Engineer   *June 2024 – Present, Full-time*

- Oversee the infrastructure for IQVIA's Orchestrated Analytics(OA) Platform on AWS, which serves 250+ tenants across 70+ EKS clusters for various environments, ensuring reliability and performance for pharmaceutical clients.
- Develop and refine automation scripts or workflows to eliminate repetitive manual tasks, using tools like Kubernetes, Docker, Helm, GitLab CI/CD, Bash, Python and Terraform. Focus on achieving SRE standards of reliability and efficiency through automation.
- Maintain SLAs by proactively monitoring system health, troubleshooting incidents, respond promptly to alerts, and collaborating with developers and stakeholders to resolve issues efficiently to minimize downtime.
- Continuously assess and execute strategies to optimize cloud resource usage and reduce costs. This can involve right-sizing instances, consolidating workloads, or leading platform migration initiatives.
- Document procedures, incidents, and automation scripts, ensuring all processes follow compliance and organizational standards.

PricewaterhouseCoopers (PwC)   Dhaka, Bangladesh
DevOps and Cloud Engineer   *June 2022 – June 2024, Full-time*

- Provide Cloud technical expertise including strategic design and architectural mentorship, assessments, POCs, etc., in support of the overall sales lifecycle and consulting engagement.
- Evaluating current cloud environments and proposing additional technologies and solutions to gain more benefits of cloud technologies and utilizing further Cloud resources.
- Design, build, and manage scalable cloud infrastructure (Primarily Azure, AWS, and OCI) for multiple environments.
- Design and implement the infrastructure and operating environment for container-based microservices(e.g. Docker, Kubernetes) that meet the agreed high availability, performance, and security requirements.
- Design and implementation of various tools (e.g. Azure DevOps, GithubActions, etc.) with the DevOps/DataOps pipeline automation to enable Continuous Integration (CI) and Continuous Deployment (CD).
- Architect, build and implement Infrastructure as Code (e.g. Terraform)scripts for version-controlled infrastructure provisioning and managing.
- Root cause analysis and troubleshooting to mitigate disruption of services and improve the day-to-day operations with accuracy or performance.
- Identify areas of improvement within systems and perform enhancements to reduce the impact of errors and automate repetitive tasks.

Unique Infoway Limited   Dhaka, Bangladesh
Senior System Engineer   *Dec 2015 – May 2022, Full-time*

- Designed, deployed, and managed IT infrastructure components, including servers, networks etc.
- Conducted troubleshooting, resolved technical issues, and ensured system reliability.
- Collaborated with teams to plan and execute technology upgrades, optimizing performance and security.
- Monitored and maintained network performance, promptly resolving incidents and ensuring seamless operations.

Key Skills

Disciplines: Agile, DevOps, Infrastructure Engineering, Site Reliability Engineering

Languages: Bash/Shell, Python, YAML

Cloud Platforms: Amazon Web Services, Azure, Oracle Cloud Infrastructure

Containers and Orchestration: Docker, Kubernetes/EKS/AKS, Openshift

Infrastructure as Code: Terraform, Helm, Kustomize

CI/CD: Gitlab, GitHub Actions, Azure DevOps, AWS CodeBuild

Data: PostgresSQL, MySQL, Aurora/RDS, Snowflake

Observability: Prometheus, Grafana, CloudWatch, Alertmanager, Bigpanda

Education

Primeasia University   Dhaka, Bangladesh
B.Sc. in Electrical and Electronics Engineering   *Sep 2014*

Certificates

AZ-104: Microsoft Azure Administrator   *Expires on: September, 2025*