FAYSAL MEHEDI

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EXPERIENCE

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

- Oversee IQVIA's Orchestrated Analytics (OA) Platform infrastructure on AWS, serving over 250 tenants across 70+ EKS clusters in various environments, ensuring reliability and performance for the pharmaceutical and life sciences industry.
- Develop and refine automation scripts and workflows to eliminate repetitive tasks, utilizing Kubernetes, Docker, Helm, GitLab CI/CD, Bash, Python, and Terraform. Emphasize achieving SRE standards of reliability and efficiency through automation.
- Maintain SLAs by proactively monitoring system health, troubleshooting incidents, swiftly responding to alerts, and collaborating with developers and stakeholders to resolve issues and minimize downtime efficiently.
- Continuously assess and implement strategies to optimize cloud resource usage and reduce costs, including right-sizing instances, consolidating workloads, and spearheading platform migration initiatives.
- Document procedures, incidents, and automation scripts, ensuring all processes adhere to compliance and organizational standards.

PricewaterhouseCoopers (PwC)   Dhaka, Bangladesh
Senior Consultant (Infrastructure and DevOps)   *June 2022 – June 2024, Full-time*

- Provide cloud technical expertise, including strategic design and architectural mentorship, assessments, and proofs of concept, to support the overall sales lifecycle and consulting engagements.
- Evaluate current cloud environments and propose additional technologies and solutions to maximize cloud benefits and resource utilization.
- Design, build, and manage scalable cloud infrastructure (primarily Azure, AWS, and OCI) for multiple environments.
- Design and implement infrastructure and operating environments for container-based microservices (e.g., Docker, Kubernetes) that meet agreed-upon high availability, performance, and security requirements.
- Design and implement various tools (e.g., Azure DevOps, GitHub Actions) with 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 management.
- Perform root cause analysis and troubleshooting to mitigate service disruptions and improve day-to-day operations' accuracy and performance.
- Identify areas for system improvement and implement enhancements to reduce error impact and automate repetitive tasks.

Unique Infoway Limited   Dhaka, Bangladesh
Senior System Engineer   *Dec 2019 – May 2022, Full-time*
Network Operations Center Engineer   *Dec 2015 – Dec 2019, Full-time*

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