# 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

**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*