Fahad Ahmed

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Education

Kristu Jayanti College — Bangalore, India
Bachelors of Computer Applications; CGPA:8.76 — **June 2018 – August 2021**

Skills

- **Languages:** Python, JavaScript
- **Database:** MySQL
- **Frameworks:** Django
- **Tools:** Git, Ansible
- **Platforms:** Visual Studio Code, AWS Console, GitHub
- **Technologies:** Amazon Web Services (AWS), REST API, Object Oriented Programming (OOPS)

Work Experience

Technical Support Engineer | HP | [9 months] — **June 2021 – February 2022**

- **Provided advanced technical support for commercial laptops**, diagnosing and resolving complex hardware and software issues — resulting in improved customer satisfaction and reduced repeat incidents.
- **Delivered hands-on training and guidance to users and junior team members** on troubleshooting procedures and best practices, fostering a stronger understanding of technical support protocols and reducing resolution times.
- **Streamlined case handling by accurately capturing user information, documenting resolution steps, and executing both onsite and remote support solutions**, ensuring timely and efficient issue closure.

Junior Software Engineer | Cognizant | [3 years 4 months] — **February 2022 – June 2025**

- **Compiled and categorized AWS service metrics** (EC2, Lambda, RDS, ECS, EKS) into an organized reference document aligned with Google's Golden Signals; evaluated SPLUNK compatibility, suggested alternatives, and prioritized critical metrics — enabling the Observability team to effectively implement and monitor key system performance indicators, thereby improving reliability and visibility.
- **Gathered and documented critical application information** — including network diagrams, transaction-level feature mapping, frequent issue analysis (hotspots), server details, and key POCs — to address knowledge gaps during incident triaging; this enabled the SRE team to quickly understand the application landscape, reducing triage time and proactively addressing recurring issues.
- **Authored detailed Component Verification Process (CVP) documentation** for technologies including Oracle, RabbitMQ, and IBM MQ, outlining systematic health checks categorized by precheck, input, process, and output stages; this comprehensive validation approach ensured end-to-end component readiness, standardized verification steps, to reduce triage time during incidents.
- **Automated Component Verification Process (CVP) steps** using Ansible, initially developing a demo for a specific technology to showcase automated validation to the client; subsequently extended automation across multiple technologies, streamlining component health checks and reinforcing observability through consistent, repeatable validation workflows.
- **Implemented CVP automation using Ansible Tower** by integrating GitHub-hosted playbooks, setting up projects, inventories, job templates, and credentials to execute validations on client Dev servers — reducing MTTR by **67.22%** through faster root cause identification and consistent component health verification.

- **Created intelligent, modular automation workflows in Ansible Tower** using roles to sequentially execute multiple playbooks based on the application's tech stack — defining logic for which role to trigger, when, and under what conditions, thereby improving implementation efficiency and diagnostic precision.
- **Presented automation approach in client demo sessions**, conducted knowledge transfers (KT) for team members, and provided ongoing guidance as they began implementing CVP automation — demonstrating strong communication and mentorship skills.
- **Automated the validation of RabbitMQ metrics** by developing a Python script to collect queue data via REST API and apply custom thresholds (e.g., queue depth, message count, acknowledgments); integrated with an Ansible playbook to install dependencies, run the script, and send email alerts on threshold breaches. This replaced a manual **2–3-hour** daily process across **100+** applications, saving ~**700–1,000** hours annually and enabling rapid, reliable issue detection.

Projects

TrackMySubs – Subscription Tracker (Terminal-based Python Application) | Link

- Set and monitor monthly/yearly budget limits to stay in control of recurring expenses.
- Analyse usage patterns and receive smart recommendations to optimize subscription spending.
- Automatically generate and email financial reports, providing clear monthly/yearly summaries.

Al-Hadi – Mosque Guiding Web Application | Link

- Real-Time Location Services: Uses Google Maps API to display mosques based on user proximity.
- Comprehensive Prayer Timings: Displays detailed prayer schedules for each mosque.
- Community Management: Allows mosque administrators to update prayer timings and manage mosque details.
- User-Friendly Design: Responsive and accessible interface for seamless use on all devices.

BeWise Academy - Online Learning Platform | Link

- Constructed a Django-based website for the admin to manage course materials, blog uploads, student registrations, and set up a quiz feature for assessing the knowledge of new students before enrolment.
- Integrated a payment gateway for students to pay their tuition fees online, along with a contact form to facilitate communication and a feedback form to gather valuable insights, enhancing the academy's digital services in this freelance project.

Certifications

AWS Certified Developer – Associate | Link

- Acquired expertise in AWS services such as Lambda, EC2, RDS, and more, focusing on building, deploying, and debugging cloud-based applications using core AWS development tools.
- Demonstrated proficiency in application development, security best practices, and monitoring within the AWS environment.

AWS Certified DevOps Engineer – Professional | Link

- Specialized in automation, CI/CD pipelines, and infrastructure as code (IaC) using AWS services like CodePipeline, CloudFormation, and ECS, optimizing software delivery and system reliability.
- Showcased advanced skills in security controls, governance, and troubleshooting complex architectures on AWS, aimed at ensuring operational excellence.

GitHub Copilot Certification | Link

- Learnt responsible AI use, prompting techniques, privacy/security features, and Copilot functionality.