

Khaja Shamsuddin Ahmed

Cloud & DevOps Engineer | IT Support Specialist

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GitHub: github.com/k-shamsuddin

Portfolio: shamsuddin-devops.site

Availability: Immediate | Visa Status: Visit Visa



Professional Summary

Proactive Cloud & DevOps Engineer and IT Support Specialist with expertise in troubleshooting, system administration, and cloud automation with hands-on experience in designing, deploying, and automating cloud infrastructure and CI/CD workflows. Skilled in building containerized applications, managing AWS services, and implementing Infrastructure as Code (IaC) for secure, scalable solutions. Strong track record in reducing deployment time, improving system reliability, and supporting IT operations. Currently based in Dubai and available immediately for Cloud, DevOps, or IT Support roles.

Core Competencies

- Cloud Platforms:** AWS (EC2, VPC, S3, IAM, RDS, ELB, Route 53, EKS)
- IaC & Automation:** Terraform, Ansible
- CI/CD Tools:** Jenkins, GitHub Actions, GitLab CI/CD, Maven
- Containers & Orchestration:** Docker, Kubernetes (EKS, Minikube)
- Monitoring & Logging:** AWS CloudWatch, ELK Stack, Prometheus (basic)
- Scripting:** Bash, Python (basic)
- OS & Support:** Linux (Ubuntu, CentOS), Windows, macOS, ERP Systems
- Networking:** DNS, VPN, Load Balancers

Professional Experience

Cloud & DevOps Engineer

V2R Technologies Pvt Ltd - Hyderabad | Jul 2024 - Present

- Designed and implemented AWS infrastructure using Terraform for EC2, RDS, ELB, and Route 53.
- Developed Jenkins and GitHub Actions pipelines to automate builds and deployments, reducing deployment time by 80%.
- Created Ansible playbooks for server provisioning and configuration management.
- Deployed Dockerized applications to Kubernetes (EKS) and EC2 instances for scalable environments.
- Collaborated with developers and QA teams to ensure efficient release cycles and incident resolution.

Key Projects

Scalable AWS Infrastructure for Healthcare App:

Tools: AWS, Terraform, Ansible, Docker, CloudWatch, Route 53, MySQL

- Built a multi-tier AWS architecture with VPC, EC2, RDS, S3, and ELB for production environments.
- Automated infrastructure provisioning using Terraform, reducing setup time by 75%.
- Applied Ansible for consistent server configurations and Docker for application containerization.
- Configured Route 53 for DNS-based routing across multiple availability zones.
- Implemented monitoring and backup strategies to ensure high availability and fault tolerance.

Automated CI/CD Pipeline for Java Application:

Tools: Jenkins, GitHub, Maven, Docker, AWS EC2

- Created Jenkins pipeline integrated with GitHub for automated build, test, and deployment workflows.
- Containerized Java application using Docker and deployed to AWS EC2 instances.
- Integrated SonarQube for code quality checks and Slack for real-time notifications.
- Implemented rollback strategies for zero-downtime deployments.
- Reduced deployment time from 30 minutes to under 5 minutes, improving developer productivity.

IT Support Specialist:

Environment: Windows, Linux, macOS, ERP Applications

- Provided end-user support for system issues, installations, and updates across multiple OS platforms.
- Resolved incidents related to operating systems and business applications within SLA timelines.
- Documented escalation processes and collaborated with higher-level support teams.
- Assisted onboarding of new employees by configuring accounts, permissions, and access controls.
- Authored knowledge base articles to minimize repetitive support requests and improve response time.

Education

Bachelor of Commerce (Computer Applications)

Osmania University, Hyderabad (2021 – 2024)

AWS Cloud & DevOps Training

Cloud247.ai, Hyderabad (2024)

Certifications

- **AWS Cloud & DevOps Fundamentals** - [Cloud@247.ai](#)
- **AWS Cloud Quest: Cloud Practitioner (Verified Badge)** - [Credly Profile](#)
- **AWS Certified Solutions Architect - Associate** (*in progress*)

Languages

- English
- Hindi
- Telugu