

Khaja Shamsuddin Ahmed

Cloud & DevOps Engineer

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Professional Summary

Cloud and DevOps enthusiast with hands-on experience building and automating AWS infrastructure, CI/CD pipelines, and containerized applications in real-world environments. Started my career working directly with cloud platforms, Terraform, Docker, and Kubernetes, and currently gaining enterprise-scale exposure as an L1 Field Engineer on a government Ministry of Education (MoE) project under TCS in the UAE. Comfortable working across operations and DevOps, with a strong interest in automation, reliability, and continuous improvement. Actively looking to move into a full-time Cloud/DevOps role where I can contribute, learn fast, and grow.

Core Skills

- **Cloud Platforms:** AWS (EC2, VPC, IAM, S3, RDS, ELB, Route 53, EKS)
- **Infrastructure as Code:** Terraform
- **Configuration Management:** Ansible
- **CI/CD & Build Tools:** Jenkins, GitHub Actions, GitLab CI/CD, Maven
- **Containers & Orchestration:** Docker, Kubernetes (EKS, Minikube)
- **Monitoring & Logging:** AWS CloudWatch, ELK Stack, Prometheus
- **Scripting:** Bash, Python
- **Operating Systems:** Linux (Ubuntu, CentOS), Windows, macOS
- **Networking Basics:** DNS, Load Balancing, VPN

Professional Experience

L1 Field Engineer

Quesq Corp Ltd (Deployed at TCS – MoE Project), UAE

11/2025 – Present

- Working as an **L1 Field Engineer** for a government-scale Ministry of Education (MoE) project under TCS, currently in **pre-production / implementation phase**.
- Providing Level 1 support for systems and end users, including basic troubleshooting of hardware, OS, and application-related issues.
- Handling Linux and Windows OS support tasks, user access requests, password resets, and system health checks.
- Logging, tracking, and escalating incidents and service requests as per ITIL processes and SLA guidelines.
- Coordinating with L2/L3 teams for issue resolution and assisting during deployment readiness activities.

Cloud & DevOps Engineer

V2R Technologies Pvt Ltd – Hyderabad, India

7/2024 – 8/2025

Company Overview:

V2R Technologies is an IT services and consulting firm delivering cloud, DevOps, and application support solutions to clients across healthcare and enterprise applications.

- Designed and managed AWS infrastructure using Terraform, provisioning EC2, RDS, ELB, and Route 53 resources for multi-environment deployments.
- Built and maintained CI/CD pipelines using Jenkins and GitHub Actions, reducing deployment time by up to 80% and improving release consistency.

- Automated server provisioning and configuration management using Ansible, ensuring repeatable and reliable environment setup.
- Containerized applications using Docker and deployed workloads to Kubernetes (EKS) and EC2 for scalable application delivery.
- Collaborated with development and QA teams to streamline release cycles, troubleshoot deployment issues, and support production environments.

Key Projects

Scalable AWS Infrastructure for Healthcare Application

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

- Designed a multi-tier AWS architecture using VPC, EC2, RDS, S3, and ELB to support a production-style application.
- Automated complete infrastructure provisioning with Terraform, reducing environment setup time by approximately 75%.
- Used Ansible for consistent server configuration and Docker for application containerization.
- Configured Route 53 for DNS-based routing and implemented monitoring and backup strategies for high availability.

Automated CI/CD Pipeline for Java Application

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

- Implemented a Jenkins-based CI/CD pipeline integrated with GitHub for automated build, test, and deployment workflows.
- Containerized a Java application using Docker and deployed it to AWS EC2 instances.
- Integrated SonarQube for static code analysis and quality gates, improving code reliability.
- Implemented rollback strategies to support zero-downtime deployments and faster recovery.

IT Support Specialist

Environment: Windows, Linux, macOS, ERP Applications

- Provided end-user technical support for operating systems, applications, and system-level issues across multiple platforms.
- Resolved incidents within defined SLA timelines and documented solutions for recurring issues.
- Assisted with user onboarding by configuring systems, access controls, and permissions.
- Created internal documentation and knowledge base articles to reduce repetitive support requests.

Education

Bachelor of Commerce (Computer Applications)

Osmania University, Hyderabad | 2021 – 2024

Training

AWS Cloud & DevOps Training

Cloud247.ai, Hyderabad | 2024

Certifications

- AWS Certified Solutions Architect – Associate
- AWS Cloud & DevOps Fundamentals – Cloud247.ai
- AWS Cloud Quest: Cloud Practitioner

Languages

- English
- Hindi
- Telugu