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Summary

Security-first Site Reliability Engineer that likes to glue things together. Constantly striving to build secure, resilient and maintainable solutions in a landscape where the only constant is change; change in the form of abstraction layers, with the the core tenet of Zero Trust, in networks, roles, and all things privilege. tl;dr I strive to work with intelligent people to build intelligent systems.

Experience



Senior Site Reliability Engineer

NetApp

May 2021 - Present (1 year 10 months)

- I support a real-time event-based metrics/logs SaaS for Fortune 100 enterprise customers of NetApp's popular storage solutions as well as their hybrid cloud workloads

- with a lean team operate over 1200 (EKS) kubernetes nodes across many AWS regions in a BC/DR mindset with SLO-driven uptime requirements seamlessly with a microservice workload of 120 java services and jobs, as well as the actual infrastructure consisting of tens of clickhouse clusters, 300+ elasticsearch clusters, and the 200+ kafka and zookeeper clusters supporting their in-cluster state.

- leveraged statefulsets, AWS-managed and custom-built admissioncontrollers, operators, networkpolicies, deployments, services, each with their own customresourcedefinitions to build intelligent self-healing and autoscaling systems which brought both cost efficiency, resiliency, at no cost to our zero-trust architecture and strict security controls

- led the operational requirements, and adherence to compliance controls required to achieve FedRAMP High compliance for the SaaS I supported, which allowed me to really exercise my passion in security posture as well as highly reliable distributed systems

- I take a lot of pride in the supporting my teammates growth to ensure I am allowing myself to be supported and taught lessons that can only be learned through pairing, collaboration, and holding myself and my teammates accountable for the product we put out on a daily basis

- created and maintained an "sre-tools" container ecosystem of purpose-built docker images for either development (golang+terraform+vim+git), operational (kubectl+eksctl+awscli) and troubleshooting (netcat, tcpdump, lsof, sysadmin's handy set of tools) that ran either on workstation or on a kubernetes cluster to perform my team and I's daily SRE activities



Senior Site Reliability Engineer

Nordstrom

Mar 2018 - May 2021 (3 years 3 months)

Site Reliability Engineer supporting Nordstrom.com (mobile and web), internal platform (shared CICD tooling, PKI, DNS), and large focus on supporting Nordstrom's shared Kubernetes platform's cluster operators.

Significant amount of time performing Ops Readiness assessments and consultations on Nordstrom Design Reviews in accordance with Nordstrom's Engineering standards. This involved working with teams at their earliest stages, often 10-12 teams at a time, in order to prepare them for production readiness from a scalability and resiliency perspective, with a focus on Security. As well as the rigor and preparedness needed for supporting such systems in production.

Embedded with different teams that were in periods of instability and helped quickly identify at-risk areas with a high-value quick improvement as well as longer-term fixes that required rearchitecture and/or going through the aforementioned Design Review process. Helped develop strong observability practices using industry monitoring tools, drove the creation and alignment of CI/CD automation using python/bash scripting.

Provided guidance to a couple of core programs and initiatives such as building the Business Continuity/Disaster Recovery, the compute design for both our on-premise (VMWare) and cloud systems (AWS, Azure) in a uniform fashion referred to as our Hybrid Compute model, which finally fed into our Edge Compute designs, which lead me to my next position at Nordstrom, the Stores.

Operated on legacy systems such as IBM Message Queues, and Oracle Databases and outdated RHEL machines in a complex interdependent VMWare ecosystem. Worked through modernizing isolated components to modern day systems such as Kafka Queues and Kubernetes jobs, with zero downtime, and limited impact to customers.

Rearchitected DNS in this complex environment to improve security, visibility, and monitoring of a core system in a distributed and scaled store ecosystem.

N Engineer 3

Nordstrom

Sep 2016 - Mar 2018 (1 year 7 months)

DevOps Engineer supporting Nordstrom.com, Mobile Apps for Nordstrom.com

N Engineer 2

Nordstrom

Sep 2015 - Sep 2016 (1 year 1 month)

DevOps Engineer for Customer Mobile Applications at Nordstrom.

Lead DevOps Engineer

Ottemo

May 2013 - Aug 2015 (2 years 4 months)

Ottemo is an easily scalable, cloud based and Hosted (SaaS) eCommerce platform built on cutting-edge technology. Online Stores can be set up in minutes by anyone using our cost effective platform. Our state-of-the-art solutions allow you to effortlessly control the functionality, look and feel of your online store.

Unix Systems Administrator

University of Washington

Mar 2009 - Jun 2011 (2 years 4 months)

- Supported research computing on 100+ Linux (RHEL4), Solaris (9/10), and Windows XP workstations and servers
- Maintained reliable backups
- Provided support for 50+ researchers
- Documented, updated, and create new processes for daily administrative tasks in a specialized AFS-based environment
- Developed Perl and Shell scripts to provide tools for administrators and users to perform environment-specific tasks
- Services maintained include: Matlab installation/licensing, RT/RTFM, Nagios, AFS, Bacula, ZFS, NFS, and SMB/CIFS

Student Customer Services

University of Washington

Aug 2007 - Nov 2007 (4 months)

I worked as part of the small student staff that helped manage network related problems for students and staff. Common tasks ranged from basic password resets for students, and troubleshooting IMAP-Mail related problems for UW faculty. This job required me to learn new skills fast, and process lots of information and apply it simultaneously.

Education

University of Washington

Bachelor of Arts (B.A.), International Studies - Comparative Religion

2007 - 2012

My interest in different religions rooted from my yearning for understanding the beliefs (motives and ideals) of the diverse globalized world we live in. With this understanding I hope to be able to be a great communicator since I have no barriers in who I can work with. Though my focus was in my academics, a lot of my time was dedicated to my job which required much more than the maximum 19.5 hours a student is allowed to work. But this job was a special opportunity given to me and I had to take advantage of it since computer science is not only my hobby but a great passion of mine.

With the diverse experience and knowledge I learned from the University of Washington both in my courses and my job, I hope to be an effective Intellectual Property lawyer that specializes in computer science and technology related fields.

Skills

Kubernetes • Continuous Integration and Continuous Delivery (CI/CD) • Amazon Web Services (AWS) • Cloud Computing • DNS • Shell Scripting • Network Administration • Network Security • Cloud • Linux System Administration