Muhammad Azeem Khan

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Technical Skills

Languages: Python, SQL, Bash.
Technologies & Tools: AWS, Docker, Power BI, Grafana, Git, API Development, Jira Automation.

Professional Experience

Afiniti | Pakistan   *Dec 2022 – Present*
Sr. Production Data Engineer

- Led the design and development of a scalable, SNMP-based solution to streamline client monitoring across diverse networks. This user-friendly system consolidates data pipelines, enabling efficient monitoring from a single interface.
- Developed data-driven sensors from statistical analysis, enabling proactive alarms with 98% accuracy.
- Automated 100% Jira ticket creation for production issues, streamlining the process and eliminating the need for manual monitoring of dashboards and ticket creation.
- Implemented an Airflow-based job solution to automate complex data pipeline processing, increasing efficiency by 30% with reduced processing time and improved job completion rate.
- Identified revenue leakages through statistical analysis. Designed dashboards to visualize these insights, empowering executive leadership with data-driven decision-making, leading to improved cost-saving measures.
- Built and deployed call center call volume forecasting & proactive micro services monitoring via Machine Learning for pre-emptive issue detection & disruption prevention.
- Python, SAML, SNMP, API Integrations, Dockers, Power BI, Grafana, SQL, Linear Regression, Logistics Regression.

Afiniti | Pakistan   *Feb 2022 – Nov 2022*
Production Data Engineer

- Developed real-time data ingestion scripts for switch data from APIs, enabling active monitoring and analysis that identified and mitigated critical switch-related issues.
- Spearheaded Grafana-based Dockerized monitoring application for Afiniti products, enabling real-time visualization and analysis of Afiniti's services health and performance.
- Utilized Power BI to analyze account data and deliver daily reports with key metrics, empowering leadership to make informed decisions.
- Automated repetitive tasks via intelligent bots, freeing up team members to focus on higher-value tasks.
- Python, Apache Spark, Grafana, Power BI, Chat bots, Dockers, Bash, SQL.

Afiniti | Pakistan   *April 2021 – Jan 2022*
Production Analyst

- Delivered a 98% quick resolution time for production-related issues as a Tier 1 Support Engineer, utilizing technical expertise to ensure prompt customer resolution.
- Developed and implemented proactive pre-production monitoring health checks, enabling early detection of potential system issues and preventing revenue loss.
- Crafted automated email reports (Python) utilizing HTML frameworks to deliver hourly account-specific statistics, enabling real-time performance monitoring.
- Contributed to process improvement by documenting issues, RCAs, and SOPs, ensuring consistent problem-solving, knowledge transfer, and proactive mitigation of similar future scenarios.
- Bash, Python, SQL, Excel, Documentations.

SarimOwais Consultancy | Australia   *June 2020 – Nov 2020*
Brand Representative

- Generated actionable insights from marketing data analysis (e.g., website traffic, social media engagement) to drive improved click-through rates (CTR) and conversion rates for targeted marketing campaigns.
- Python, Excel.

Education

NED University of Engineering and Technology Electronic Engineering   *Dec. 2016 - Oct 2020*
Bachelor Thesis: Autonomous Standing Wheelchair driven by three smart modes (Among top 2 projects)
AMAL CAREER-PREP FELLOWSHIP Stanford University and PepsiCo Fellowship   *July 2020- Sep 2020*

Projects

• Grafana based real-time monitoring system • Chat bots based advanced automatic ticketing system • Airflow based model deployment architecture setup • Automated Email Delivery System for Executive Reports

Awards

• Star Performer at Afiniti for 2022, 2023. • "Most Dedicated Person", Award for Social work at NSA NED University.

Professional Courses

• Microsoft Power BI Data Analyst Professional Certificate • Google Data Analytics Certificate • Data Science Methodology • Data Science Fundamentals with Python and SQL (Specialization Certificate) • Fundamentals of Red Hat Enterprise Linux