

**Fawaz Mumtaz**

4914 N 204th Ave

Elkhorn, Nebraska 68022 United States

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mdfawazj@gmail.com

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**Availability:**

**Job Type:** Permanent, Term, Detail, Telework

**Work Schedule:** Full-time, Part-time, Shift work, Intermittent, Job sharing, Multiple Schedules

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**Desired Locations:**

ALL, Nebraska, United States; ALL, Texas, United States

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**Work Experience:**

**Senior Devops Engineer / System Engineer**

**Fiserv**

7305 Pacific St

Omaha, NE

**3/2014 - Present**

**Salary:** \$138,000.00 USD Per Year

**Hours per week:** 40

**Duties, Accomplishments and Related Skills:**

Employment Dates : March 2014 - Present

Site Reliability Engineer/ Senior Devops Engineer

- Demonstrated strong attention to detail in all projects, ensuring accuracy and high-quality outcomes.
- Utilized effective oral communication skills to present ideas clearly and to facilitate productive discussions with team members and clients.
- Engaged in problem-solving processes to identify issues and implement effective solutions based on careful analysis and judgment.
- Demonstrated extensive knowledge of operating systems and system integration, successfully installing OS, Applications, agents, integrating, and optimizing OS, including desktop and NIM servers.
- Applied principles and methodologies to ensure the effective performance and security of Servers and maintain environment without vulnerability.
- Managed configuration and deployment processes, ensuring alignment with industry best practices and organizational standards and maintaining servers up to latest version and without any vulnerability.

- Collaborated with cross-functional teams to troubleshoot and resolve complex OS, DB and application issues, enhancing overall system performance and reliability.
- Delivered exceptional customer service by assessing client needs and providing tailored solutions, enhancing customer satisfaction.
- Provided technical support for OS, contributing to system optimization and Server owner, DB, application satisfaction.
- Assisted in the installation and configuration of hardware, firmware and OS, ensuring seamless integration with existing systems.
- Conducted system diagnostics and performance monitoring, identifying areas for improvement and implementing solutions.
- Applied advanced principles, concepts, and methods to develop and interpret policies and procedures for effective service delivery across the environment.
- Managed system installation, configuration, and updates for hardware and software, ensuring optimal performance and security compliance.
- Established and managed user accounts, overseeing backup and recovery tasks, and implementing operational and technical security controls.
- Provided expert technical advice and recommendations on critical issues, influencing company IT policies and programs.
- Led the planning, installation, configuration, testing, and management of the systems environment to align with organizational architecture and business needs.
- Supported enterprise core services and applications, helping customers resolve infrastructure and service-related issues efficiently.
- Evaluated new systems and emerging technologies, determining their impact on the operating environment and facilitating the selection and installation of utilities.
- Planned and implemented enterprise-level software products and systems, ensuring alignment with organizational goals.
- Analyzed system requirements based on business needs, assessing risks and costs to inform decision-making.
- Researched new technologies to enhance organizational systems and improve overall service delivery.
- Assisted in the installation, configuration, and support of Operating systems, contributing to the efficient operation of business processes.
- Provided technical guidance and support to users, resolving issues related to hardware, software, and network services.
- Developed, Implemented, and Maintained Software Solutions.
- Designed, implemented, and maintained CI/CD pipelines for Application Service projects using GitLab, increasing deployment frequency and streamlining delivery processes.
- Configured Artifact repositories within CI/CD pipelines, optimizing artifact management for reliable storage and retrieval.

- Automated deployment processes in collaboration with cross-functional teams, cutting operational costs by 30% through reduced manual intervention and accelerated time-to-market.
- Collaborated with Cross-Functional Teams
- Implemented DevSecOps best practices for version control, code quality checks, and automated testing within CI/CD pipelines, ensuring software reliability and performance.
- Implemented patching and upgrades on servers and container images to remediate security vulnerability.
- Conducted regular performance evaluations of CI/CD pipelines, resulting in reduction in build times and improving deployment success rate through targeted optimizations. ●
- Monitoring and Troubleshooting Software Issues
- Demonstrated expertise in designing, configuring, and managing scalable, highly available, and fault-tolerant systems on AWS, focusing on robust security measures, continuous monitoring, and using AWS Auto Scaling Groups for dynamic scaling.
- Created and provided documentation on CI/CD pipelines and tools to team members, ensuring effective knowledge transfer and process adherence.
- Experience in using Terraform to define, deploy, and manage cloud infrastructure as code(IaC), ensuring consistent and repeatable infrastructure provisioning.
- Optimized server configurations for peak seasons, increasing system performance by 40% and reducing response times by 30% during high-traffic periods.
- Collaborated with the Splunk team to integrate Redis into the Splunk dashboard, improving data retrieval speed by 50% and enhancing real-time data monitoring capabilities, resulting in quicker insights for decision making.
- Spearheaded the development and implementation of CI/CD pipelines for Mobile Application Service projects, resulting in streamlined delivery processes and increased deployment frequency.
- Successfully configured Nexus repositories within CI/CD pipelines, optimizing artifact management and ensuring reliable storage and retrieval.
- Resolved complex pipeline issues promptly, enhancing system stability and minimizing downtime.
- Collaborated with cross-functional teams to automate deployment processes, reducing manual intervention and accelerating time-to-market.
- Implemented best practices for version control, code quality checks, and automated testing within CI/CD pipelines, ensuring software reliability and performance.
- Conducted regular performance evaluations of CI/CD pipelines, identifying areas for improvement and implementing optimizations to enhance efficiency and scalability.
- Demonstrated expertise in designing, configuring, and managing scalable, highly available, and fault tolerant pipeline with a focus on implementing robust security measures and continuous monitoring.
- Experienced in automating and optimizing cloud operations using CI/CD pipelines.

- Skilled in performance optimization of cloud resources to ensure maximum efficiency and cost-effectiveness, utilizing AWS Auto Scaling Groups for dynamic scaling.
- Demonstrated expertise in designing, configuring, and managing scalable, highly available, and fault tolerant systems on AWS with a focus on implementing robust security measures and continuous monitoring.
- Utilized AWS S3 buckets for storing deployment-ready code artifacts, facilitating secure and scalable access across deployment environments.
- Skilled in performance optimization of cloud resources to ensure maximum efficiency and cost-effectiveness, utilizing AWS Auto Scaling Groups for dynamic scaling.
- Created and Provided Documentation to team members on CI/CD pipelines and tools.
- Ensured Kafka readiness for peak season, specifically focusing on storage and memory optimization to handle increased demands effectively.
- Prepared servers for peak and increased application traffic. Optimized Redis and Kafka for peak season by adding memory and analyzing historical growth.
- Collaborated with the Splunk team to integrate Redis into the Splunk dashboard, which enhanced data/monitoring visibility.

## System Engineer

- Experienced in Planning, installing, upgrading, patching, and configuring UNIX systems, including Red Hat/RHEL and IBM AIX. Skilled in performance tuning and managing system software and hardware, maintaining a 95% satisfaction rate in user surveys, and reducing incident resolution time through efficient troubleshooting protocols, Backup and designing Disaster Recovery.
- Good at Customer service worked with clients for their needs either for the password issue or any other technical issues.
- Good at Oral communication by providing technical updates and or project updates to customer and stakeholders.
- Provided technical advice, and recommendations to team critical issues related to vulnerability, issues, new setup and more.
- Worked on to resolve issues and hiccups on projects for OS and infrastructure.● Acted as release manager and also had planned release and upgrades of servers OS and procedures for projects and as needed.
- Created and implemented standards, methods and practices for projects for the team and company.
- provided suggestion after research for application for team and automation to provide better experience and enhancement for team and clients.
- Analyzed server usage, identified filesystem and disk utilization inefficiencies, and consolidated data into fewer disks, leading to the removal of empty disks. This initiative resulted in an annual savings of approximately \$300,000.
- Administered and troubleshooted IBM AIX (4.3 to 7.2) and Linux systems.

- Expertise in virtualizing resources on IBM systems, conducting security remediation, and performing critical assessments. Managed IBM PPRC and SAN mirroring, and implemented security enhancements.
- Extensive experience with storage solutions including IBM, EMC Clariion, Symmetrix, VPLEX, XtreamIO, and Hitachi. Skilled in host-based migration, storage infrastructure management, and SAN technologies.
- Managed and configured cluster software such as VCS, PowerHA, and Oracle RAC. Conducted disaster recovery tests and performed recovery operations for AIX and backup solutions.
- Utilized tools like NIM, Korn and Shell for automation and scripting. Integrated and managed Active Directory and UNIX platforms.
- Experienced with monitoring and reporting tools such as Splunk, Moogsoft, HP Opware, and SaltStack. Used Remedy/BMC service desk for incident management.
- Managed VIOS migrations, patching, and configuration. Performed firmware upgrades and troubleshooting for SAN switches during database migrations.
- Experience in VIO migration for 1.5 to 2.2
- VIO patching from 2.2.2.2 to 2.2.3.3
- Experience in migrating AIX 5.x, 6.x, 7.x
- Performed Installation and Configuration of NIM. Installed BOS, upgrades, migrations of AIX on each node using NIM.
- Included upgrading NIM master, alternate NIM master, creating the SPOT, lpp source & mkysyb NIM clients.
- Experience in host-based migration from one storage array to another.
- Creating and mapping Disk on VIOServers to Client.
- Experience for mirroring and un-mirroring using logical volume manager (LVM).
- Experience for migrating using logical volume manager (LVM).
- Experience in upgrading Power Path.
- Experience in LPM
- Worked on EMC DMX, VMAX, and VPLEX, System administration.
- Configuring EMC disk for mapping.
- Managed and maintained EMC DMX, Clariion, XtreamIO and other infrastructure.
- Experience in dual VIOS VSCSI mapping.
- Configuring and upgrading firmware of P5, P8, frames.
- Handling and troubleshooting issues related to SAN switches during database migrations.
- Worked on migrating data from old storage array to new one. Extensive use on powerpath implementation.
- Worked Extensively with VCS, PowerHA
- Managing AIX Infrastructure involves day-to-day maintenance of servers and troubleshooting.
- Managing AIX server and maintenance for Prod environment

- Migrated data from Clarion, Symmetrix DMX3 and DMX4 to VMAX.
- Experience in unmapping and clearing up old storage LUNs and requesting for storage reclaim.
- Experience in troubleshooting missing LUNs storage and allocation issues.
- Responsible to documenting progress of project and updating.
- Experience in determining the storage and requesting for new LUNs for host-based migration.
- Experience in day-to-day work BAU
- on call production support

**Supervisor:** Moncef (7633607408)

**Okay to contact this Supervisor:** Contact me first

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## **SYSTEM ADMINISTRATOR**

**EMC / CVS Caremark**

9501 E Shea Blvd.  
Scottsdale, AZ

**9/2013 - 3/2014**

**Salary:** \$100,000.00 USD Per Year

**Hours per week:** 40

### **Duties, Accomplishments and Related Skills:**

Employment Dates : September 2013 - March 2014

- Storage Infrastructure Management: Expertise in EMC PowerPath for seamless host-based migration between storage arrays, including EMC DMX-4, Clariion CX480, Celerra NS480, and VMAX/VNX platforms.
- SAN and NAS Administration: Proficient in configuring SAN storage for AIX servers, managing dual VIOS VSCSI mapping, and troubleshooting SAN switches during critical database migrations.
- Data Migration and LUN Management: Successfully led migrations from legacy Clarion and Symmetrix DMX3/DMX4 systems to modern VMAX storage. Skilled in LUN management and optimizing storage performance using powerpath solutions.
- Linux Infrastructure Maintenance: Managed day-to-day operations of Linux servers, ensuring high availability and performance through proactive troubleshooting and maintenance tasks.
- Experience in EMC PowerPath.
- Experience in host-based migration from one storage array to another.
- Experience in using powerpath for such migration.
- Worked in NFS/NAS, Storage Area Networks (SAN), SSA disk storage environment.
- Creating and mapping virtual HBA on VIO Servers on pSeries frame and mapping them to Client.

- Experience for mirroring and un-mirroring using logical volume manager (LVM).
- Experience for migrating using logical volume manager (LVM).
- Experience in host-based migration from VSCSI to NPIV.
- Worked on EMC DMX -4, DMX -3, VMAX, 6633, System administration.
- Experience in determining the storage and requesting for new LUNs for host-based migration.
- Configuring EMC disk for mapping.
- Troubleshooting SAN Switches for dial home events and symptom codes using consoles like Fabric manager, Web Tools.
- Migration of data from DMX to VMAX or VNX by using Open Replicator/SAN copy and host-based tools like PPME.
- Configured and managed Microsoft Active Directory domains.
- Managed and maintained EMC DMX-4, Clariion CX480, Celerra NS480 and Avamar infrastructure.
- Configured SAN Storage for AIX Servers.
- Experience in dual VIOS VSCSI mapping.
- Experience in NPIV mapping.
- Configuring and upgrading firmware of SAN switches available within blade centers.
- Handling and troubleshooting issues related to SAN switches during database migrations.
- Worked on migrating data from old storage array to new one. Extensive use on powerpath implementation.
- Managing Linux Infrastructure involves day-to-day maintenance of servers and troubleshooting.
- Migrated data from Clarion, Symmetrix DMX3 and DMX4 to VMAX.
- Experience in unmapping and clearing up old storage LUNs and requesting for storage reclaim.
- Experience in troubleshooting missing LUNs.
- Responsible to documenting progress of project and updating.

**Supervisor:** Lawrence Healy (5088899697) **Okay**  
**to contact this Supervisor:** Yes

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**Education:**

**Concordia University Wisconsin (CUW)** Mequon, WI United States Master's degree 5 / 2013

**Credits Earned:** Semester Hours

**Major:** Management Information Systems

**Relevant Coursework, Licenses and Certifications:**

IBM AIX, power system, AWS Solutions Architect Associate, Azure Fundamentals

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**Certifications/Job Related Training:**

- AWS Certified Solutions Architect – Associate Certification

- Azure Administrator Associate
  - IBM Certified System Administrator AIX 7
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### Skills:

Operating Systems , Cloud Infrastructure , Version Control & CI/CD Tools , Scripting Languages , Monitoring & Logging , Configuration Management , Orchestration Tool , Project Management , Collaboration , Build and Repository Management , Troubleshooting , Problem solving , Critical thinking , Time management , AIX , Linux , AWS , Ec2 , Auto Scaling ,Elastic Beanstalk, ECS Fargate , VPC , SG , IAM , ECR, SQS, SNS , Terraform (IaC) , AWS S3 Buckets (secure storage and data management) , Git , GitLab , Bitbucket , CircleCI , Jenkins , Bash Shell , kSH , YAML , Splunk , Moogsoft , Jenkins, Jira , Service Desk , VCS , VSCSI , NPIV , NIM , Lambda Functions , LVM , LPM , PowerHA , Storage Migration , SaltStack , Ansible , HP Opware , Jira , Service Desk , Maven , Nexus , Jfrog , ElasticSearch , Load Balance , WIZ , SSM , Patching Manager , LPAR , Virtualisation , Docker , kubernetes , EKS , Grafana , Prometheus , DNS , file server, VMware , PAAS , IAAS

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### Language Skills:

- Urdu (Native)
  - Hindi (Fluent)
  - English (Fluent)
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### Affiliations:

Fiserv - Sr. Devops Engineer / System Administrator

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### References:

Sunday Carlson (\*)

**Employer** Fiserv

**Title** Director II, CyberSecurity & Technology

**Phone** +1 402-850-1518

**Email** [sunday.carlson@fiserv.com](mailto:sunday.carlson@fiserv.com)

Dave Rook (\*)

**Employer** Fiserv

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Zafer Ghouse (\*)

**Employer** Fiserv

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**Phone** +1 402-320-4005

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Mirza Azharullah Baig (\*)

**Employer** Fiserv

**Title** Sr. Devops Engineer

**Phone** +1 408-402-2276

**Email** mirzaazharullah.baig@fiserv.com

Mohammed Khan

**Employer** USPS

**Title**

**Phone** +1 402-714-2480

**Email**

(\*) Indicates professional reference

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**Additional Information:**

Country of Citizenship: USA, U.S. Citizen

No SF-50 form because I did not have any current or former federal employment status to verify

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