



# Muhammad Hamza Razzaq

DevOps Engineer - 4x AWS Certified - 2x Kubernetes Certified - Terraform Certified

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Abu Dhabi, UAE

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## Profile Summary

DevOps Team Lead with 6+ years of experience, currently leading a team of 5 engineers managing 15+ production environments serving millions of daily requests with 99.9%+ uptime. Expert in AWS cloud infrastructure (EKS, RDS, MSK, ElastiCache), Kubernetes, Terraform IaC, and security tools including Kyverno and Trivy for vulnerability scanning. Delivered \$70K+/month in cost savings, 40% faster deployments, and zero-downtime migrations across all environments.

## Technical Skills

- **Cloud & Infrastructure** — Terraform, AWS (EKS, RDS, ELB, ASG, CloudFront, OpenSearch, MSK, ElastiCache, Route53, Secrets Manager, IAM, VPC, S3, EC2, Lambda, CloudWatch, SNS, SQS, KMS, CloudFormation)
- **Kubernetes Ecosystem** — Kubernetes, Helm, Kustomize, ArgoCD, FluxCD, Karpenter, Kyverno, Trivy, KEDA, External Secrets, Cert Manager, Lens
- **CI/CD & GitOps** — GitHub Actions, Gitlab CI/CD, ArgoCD, FluxCD, Jenkins, CodeDeploy, CodePipeline
- **Programming & Scripting** — Bash, Terraform HCL, Golang, Python
- **Monitoring & Observability** — Prometheus, Grafana, OpenSearch, Fluent Bit, New Relic, CloudWatch

## Professional Experience

### DevOps Engineer — Callsign Technologies

Abu Dhabi, UAE 01/2023 - present

- Leading and mentoring a team of 5 DevOps engineers responsible for managing 15+ production and non-production environments, overseeing component upgrades, releases, feature development, and continuous improvements to the infrastructure codebase.
- Maintaining 99.9% uptime while leading critical services upgrades (EKS, RDS, MSK) with zero downtime and no data loss.
- Cut infrastructure provisioning from hours to minutes by building a GitLab pipeline framework orchestrating 15+ Terraform repos.
- Achieved 35-40% monthly cost savings (\$70K+/month) by developing an in-house 'Environment Scaler' tool that automatically downscals non-production environments during off-hours.
- Reduced critical CVEs through comprehensive cluster security implementation including Kyverno policy enforcement, Trivy vulnerability scanning, and automated AMI patching via Karpenter.
- Serving as primary escalation point for complex production incidents, conducting deep-dive root cause analysis across distributed systems to identify issues spanning multiple services, clusters, and AWS components.
- Reduced deployment time by 30-40% by refactoring deployment strategy to decouple infrastructure and application releases, enabling independent and faster change rollouts.
- Eliminated 30 minutes of manual IRSA updates per deployment by migrating to EKS Pod Identity, simplifying IAM management for microservices across all environments.
- Improved cluster autoscaling efficiency by migrating from AWS Auto Scaling Groups to Karpenter and implementing event-driven scaling with KEDA, reducing response time to traffic spikes.

### DevOps Engineer — Dubbizzle Labs

Lahore, Pakistan 02/2022 - 01/2023

- Containerized legacy applications and migrated them to Kubernetes, delivering production-grade scalability and reliability.
- Built and rolled out GitOps workflows with ArgoCD, Helm, Kustomize, and External Secrets, ensuring consistency across production and non-prod environments.
- Designed and implemented CI/CD pipelines using GitHub Actions integrated with ArgoCD, enabling automated and reliable deployment strategy with minimal human intervention.
- Implemented a centralized observability stack with OpenSearch and Fluent Bit, reducing incident detection and troubleshooting time from hours to minutes.
- Optimized cloud infrastructure management through continuous improvements to Terraform code, ensuring consistency across environments.
- Integrated AWS SSO with ArgoCD and OpenSearch, tightening access control and simplifying authentication across the platform.

**DevOps Engineer — Arbisoft****Lahore, Pakistan** 02/2021 - 02/2022

- Migrated workloads from standalone EC2 instances to auto-scaling-group based architecture, improving availability and reducing operational overhead.
- Enhanced CI/CD pipelines with CircleCI and AWS CodeDeploy, accelerating release velocity and minimizing deployment failures.
- Authored reusable CloudFormation templates to standardize infrastructure provisioning and ensure consistency across projects.
- Tuned and optimized Nginx configurations, reducing application response times by more than 70%.
- Automated repetitive operational tasks with Bash scripting, increasing team efficiency and reducing manual toil.
- Integrated New Relic for application performance monitoring, enabling proactive issue detection and faster root-cause analysis.

**Software Engineer — Northbay Solutions****Lahore, Pakistan** 07/2019 - 02/2021

- Worked on writing reusable IaC scripts in CloudFormation and Terraform for seamless infrastructure provisioning.
- Contributed to the design and implementation of an application migration from Rackspace to AWS ECS, improving scalability and reliability of services.
- Developed AWS Lambda functions workflow orchestration using Step Functions, automating event-driven processes.
- Set up SFTP server on AWS using AWS Transfer Service, ensuring secure and reliable data transfer.

## Certifications

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- AWS Certified DevOps Engineer - Professional
- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Certified Cloud Practitioner
- Certified Kubernetes Administrator
- Certified Kubernetes Application Developer
- Terraform Certified Associate

## Education

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**Bachelor's in Software Engineering** *Punjab University College of Information and Technology*

2015-2019

Relevant Courses: Data Structures, Algorithms, Object Oriented Programming, Databases, Machine Learning

CGPA: 3.62/4