

# Muhammad Hamza Razzaq

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

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## Profile Summary

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**DevOps Team Lead with 6+ years of experience**, currently managing a team of 5 engineers, responsible for delivering enterprise-scale solutions in cloud and Kubernetes. Specialized in building and operating secure, scalable and cost-efficient production-grade cloud solutions with EKS clusters, Terraform-based Infrastructure as Code, and GitOps automation using ArgoCD and FluxCD. Proven track record of leading major upgrades across AWS and Kubernetes ecosystems, including EKS, MSK, OpenSearch, ElastiCache, and RDS, while ensuring zero downtime.

## Technical Skills

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- **Cloud & Infrastructure** — Terraform, AWS (EKS, RDS, ELB, ASG, Cloudfront, Opensearch, MSK, ElastiCache, Route53, Secret Manager, IAM, VPC, S3, EC2, Lambda, CloudWatch, SNS, SQS, KMS, Cloudformation, and others)
- **Kubernetes Ecosystem** — Kubernetes, Helm, Kustomize, ArgoCD, FluxCD, Karpenter, Kyverno, Trivy, External Secrets, Cert Manager, Lens
- **CI/CD & Automation** — Github Actions, Gitlab Pipelines, ArgoCD, FluxCD, Jenkins, CodeDeploy, CodePipeline
- **Programming & Scripting** — Bash, Terraform HCL, Golang, Python
- **Monitoring & Observability** — Prometheus, Grafana, Elasticsearch, NewRelic
- **AI & Productivity Tools** — Practical experience of using AI-powered coding assistants and agents like GitHub Copilot, Cursor and Codex to accelerate development
- **Soft Skills** — Communication, Critical Thinking, Problem Solving, Teamwork, Adaptability

## Professional Experience

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### DevOps Engineer — Callsign Technologies

**Abu Dhabi, UAE** 01/2023 - present

- Lead and mentor 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.
- Led critical services upgrades (EKS, MSK, ElastiCache, RDS) across all environments, ensuring zero downtime and no data loss.
- Engineered a parent-child GitLab pipeline framework to orchestrate 10+ Terraform repositories, achieving end-to-end automation of the deployment process with minimal manual intervention.
- Refactored deployment strategy by decoupling infrastructure and application releases, reducing deployment time by 30-40%.
- Led transition from IRSA to EKS Pod Identity, reducing complexity in IAM role management and strengthening workload security.
- Adopted GitOps practices using FluxCD to streamline Kubernetes deployments and improve release consistency.
- Oversaw seamless deployments of the product across multiple environments, guaranteeing zero downtime and high availability.
- Implemented Kyverno policies, Trivy scanning and automated AMI patching via Karpenter, strengthening cluster security by enforcing compliance and minimizing vulnerabilities.
- Worked on developing an in-house “Environment Scaler” tool to automatically downscale non-production environments during off-hours, achieving 25–30% monthly cost savings.
- Migrated autoscaling from AWS Auto Scaling Groups to Karpenter, enabling faster scaling and improved cluster efficiency.
- Enabled event-driven scaling by integrating KEDA, improving responsiveness to workload spikes while optimizing resource usage.
- Responsible for on-call support to resolve critical production issues, ensuring uninterrupted service availability.

**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, providing real-time log visibility.
- 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