# Muhammad Hamza Razzaq

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

+971 55 103 9986 +92 307 705 2134 ✉ mhamzarazzaq97@gmail.com

in/hamzarazzaq97 ⌂ Abu Dhabi, UAE Last Updated: January 11, 2026

## Profile Summary

**DevOps Team Lead with 6+ years** of experience managing 15+ enterprise-scale environments serving millions of daily requests. Leading a team of 5 engineers delivering zero-downtime migrations, GitOps automation, and infrastructure optimization that reduced deployment times by 40% and cloud costs by 30%. Proven track record of delivering critical upgrades across EKS, MSK, RDS, and ElastiCache while maintaining 99.9%+ uptime. Specialize in Terraform-based Infrastructure as Code, Kubernetes operations with ArgoCD and FluxCD, and implementing security-first practices through Kyverno policies and automated vulnerability scanning.

## 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*

- 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.

- Maintained 99.9% uptime SLA while leading critical services upgrades (EKS, MSK, ElastiCache, RDS) across all environments with zero downtime and no data loss.

- Reduced infrastructure provisioning time from hours to minutes by engineering a parent-child GitLab pipeline framework that orchestrates 10+ Terraform repositories and eliminates manual deployment steps.

- Achieved 35-40% monthly cost savings ($70K+/month) by developing an in-house 'Environment Scaler' tool that automatically downscales non-production environments during off-hours.

- Accelerated infrastructure development by 20-25% through strategic use of AI-assisted coding tools (Microsoft Copilot, Amazon Q), enabling faster development on Terraform modules and automation scripts.

- Reduced critical CVEs by 95% through comprehensive cluster security implementation including Kyverno policy enforcement, Trivy vulnerability scanning, and automated AMI patching via Karpenter.

- Serve 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.

- Adopted GitOps practices using FluxCD to streamline Kubernetes deployments and improve release consistency.

- 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.

- Responsible for on-call support to resolve critical production issues, ensuring uninterrupted service availability.

**DevOps Engineer — Dubbizle 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

- 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

**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

## Additional Skills

- Team Leadership & Mentorship
- Incident Management & Root Cause Analysis
- Cross-Functional Collaboration
- Critical Thinking & Problem Solving
- Technical Communication