

M. MOHAMMAD JUNAID

Chennai, Tamil Nadu, India | 7448564475 | mohammadjunaidofficial@gmail.com
linkedin.com/in/mohammad-junaid-9ab018185

WORK EXPERIENCE

Product Management Analyst (Devops) | Telus International

(Bengaluru, Karnataka, India | Dec 2023 - Present)

- Architected integrations across Slack, Google Chat, ServiceNow, and Linear via Python Flask APIs for real-time incident handling.
- Deployed containerized apps using Docker; implemented CI/CD with Jenkins for seamless builds, testing, and deployments.
- Built and hosted real-time dashboards with Retool on Render, improving visibility into operations and service health.
- Utilized SQL and APIs for data validation, recovery tasks, and configuration updates.
- Proactively monitored infrastructure using Datadog and Grafana to maintain high availability.

Product Support Engineer L2 | Entropik Technologies

(Chennai, Tamil Nadu, India | May 2023 - Oct 2023)

- Provided support for Affect Lab and Decode platforms focused on behavioral and emotional analytics.
- Leveraged AWS services (EC2, S3, Lambda, CloudWatch) for backend debugging and performance monitoring.
- Used Datadog and Grafana for anomaly detection, latency resolution, and uptime assurance.
- Resolved session recording and analytics dashboard issues to ensure uninterrupted insights.
- Worked closely with engineering teams on Root Cause Analysis for platform stability.

Product Support Engineer | Vembu Technologies

(Chennai, Tamil Nadu, India | Sep 2021 - Apr 2023)

- Supported Vembu BDR Suite for backup, recovery, and replication across VMware, Hyper-V, and cloud (AWS, Azure) environments.
- Created Python and Bash scripts to troubleshoot backup failures and automate log collection.
- Used tools like MySQL, Zabbix, and Prometheus to monitor backup jobs and system health.
- Tuned backup schedules, retention policies, and storage settings to improve performance.
- Worked with engineering teams to debug issues in backup agents and identify root causes.
- Handled escalations, prepared RCA reports, and helped deliver hotfixes for customer-critical issues.

EDUCATION

Master in Business Administration (IB)

Pondicherry University | GPA: 7.5 | Jun 2019 - Apr 2021

Bachelor of Computer Applications

University of Madras | GPA: 8.67 | Jun 2015 - Apr 2019

CERTIFICATIONS

AWS Certified Solutions Architect Associate - AWS

KEY SKILLS

Cloud: Amazon Web Services (**AWS**), Google Cloud Platform (**GCP**)

DevOps Tools: Jenkins, Terraform, GitHub, Kubernetes, Docker

Monitoring: Grafana, Datadog, CloudWatch, Retool

Databases: MySQL, DynamoDB, S3, RDS

Languages : Python, Bash

