



# MUSHTAQ AHMED SHAIK

Senior DevOps Engineer (Ansible Developer specialization)

## PROFILE

Seasoned DevOps Engineer with over 9+ years of experience in automating infrastructure, enhancing CI/CD pipelines, and optimizing system performance. Proficient in Ansible, Terraform, Jenkins, and in-house cloud solutions. Adept at collaborating with cross-functional teams to deliver scalable and secure systems. Committed to continuous improvement and innovation in DevOps practices.

## CONTACT

PHONE:  
+91 9972799918

EMAIL:  
Mushtaq.sap7@gmail.com

## PERSONAL SKILLS

Quick Adaptability



Communication skills



Collaboration



Problem Solving



Research skills



Decision making



## Summary Of Skills

- IT Professional with more than 8 years of experience in multiple roles:
  - DevOps/SRE Engineer/Platform Engineer – Responsible for Infrastructure build automation and automating the deployments using scripts and CI/CD onboarding.
  - DevOps Release management – Responsible for creating release trains along with release and deployment coordination's.
  - Production Support Specialist – Provide Level 2 support for 25+ applications in CFPT Contact Center space
  - SAP Security Consultant – Responsible for creating, maintaining and supporting roles and authorization objects
  - Oracle DBA – Support, Maintain and upgrade Oracle DB servers
  - SAP BASIS Consultant – Application Maintenance and Support
- BMC Remedy ticketing tool is used for resolution of tickets and Jira for Adhoc and development tasks
- Excellent communication, team, interpersonal and judgment skills

## EDUCATION

**B.Tech in Mechanical Engineering - JNTU Kakinada**  
2011 - 2015

## CERTIFICATIONS

- Microsoft certified Azure Administrator (AZ104)
- Oracle Cloud Infrastructure 2019 Certified Architect Associate(1Z0-1072) – Oracle
- DevOps Foundation® Certification – DevOps Institute
- Certified DevOps Engineer – Foundation – DEVOPS UNIVERSITY
- Site Reliability Engineering (SRE) Foundation<sup>SM</sup> Certification - DevOps Institute

## PATENT/ INTELLECTUAL PROPERTIES

- Filed a Patent "**Provisioning System for automatic configuration of Software development lab environment**"

## PROFESSIONAL SKILLS

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- **CI/CD:** Jenkins, XL Release, Bitbucket
- **Infrastructure as Code:** Ansible, Terraform, Docker, Kubernetes, OpenShift
- **Cloud:** In-house Cloud infrastructure based on IBM technology (AWS, Azure, GCP and OCI knowledge)
- **Scripting:** shell and Python
- **Monitoring:** Splunk, Appdynamics, Kibana
- Basic hands-on knowledge on SQL queries.
- Ticketing and issue tracking tools: Remedy, Assyst and Jira.
- SAP Environments: ECC 6.0, BI 7.0

## WORK EXPERIENCE

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### Bank of America – Software Engineer II A

Hyderabad | 2022-Present

- Currently working as a Devops/SRE engineer for MuleSoft Platform.
- Support Onboarding the applications using mule API to CI/CD.
- Developed Ansible playbooks, Shell and Python scripts to automate the Server build and deployment Processes.
- Automate the repetitive works and design the architecture of automation utility.
- Develop scripts and Design automation utilities for Smooth transition and effortless maintenance for the teams who onboard their APIs to Mulesoft infrastructure.
- JVM Build automation using Ansible playbooks and create OS templates for inhouse cloud setup.
- Troubleshooting build and deploy failures and facilitating resolution
- Communicate status frequently to product teams and engineering program managers
- Automating minimal repetitive tasks in Unix using shell and python scripting

### Bank of America – Software Engineer II B

Hyderabad | 2021-2022

- Daily execution of build and deploy in an automated and continuous process
- Maintain and develop XLR trains to orchestrate release process in a smooth way.
- Configuration management of multiple servers using Ansible and inhouse inventory tool.
- Automating minimal repetitive tasks in Unix using shell scripting.
- Troubleshooting build and deploy failures and facilitating resolution
- Support change management and coordinates releases.
- Communicate status frequently to product teams and engineering program managers.
- Document any new process or update existing processes
- Collaborations with LOB, Dev and Operations teams to understand and Deliver the Business requirement

### Bank of America - Senior Software Engineer

Hyderabad | 2019-2021

- Presently acting as one of the SME for Contact center Desktop and GWIM desktop applications and providing support to the agents and users working on Contact center applications.
- Analyzing the issues and resolving the same, proposing a workaround to maintain business continuity and ensuring minimum business downtime. Identifying the critical issues and taking prompt and effective actions spontaneously.
- Co-ordinate with multiple teams to work on various application related issues.
- Collect, validate and publish deployment tasks for my area prior to Various Release and deployment activities.
- Ensure and proactive measures that can be taken to mitigate issue impacts.
- Use application performance and logs Monitoring tools such as Splunk, AppDynamics, DNT and SiteScope proactively identifying issues and trends.
- Identify and work on automating tasks which are done on daily basis and multiple critical tasks to avoid Human errors.
- Work on ITIL concepts like (Incident management, Change management and Problem management)
- Work on analyzing Server infrastructure related issues like memory, disk space and CPU utilization issues and take appropriate actions.
- Incident management and problem management, join Bridge lines, provide timely updates, troubleshooting production issues, vendor engagement
- Manage the daily workload based on priorities and Maintain SLAs to provide quality services.
- Work on Siebel and Informatica issues and troubleshooting them.

### HCL Technologies - Software Engineer

Noida | 2016-2019

- Performed user administration (including creation, maintenance and modification of user's authorizations) utilizing traditional user administration interfaces.

- Troubleshooting user missing authorizations.
- Applying SNOTE (Security Note) to SAP systems as required.
- Involved in Kernel Upgrade Activity.
- Performed Daily monitoring through CCMS alerts and analyzing ABAP dumps, Lock entries, Work process and Server overview.
- Schedule and release background jobs depending on load.
- Creating RFC's.
- Performed Oracle Database upgrade and Installation in AIX and Windows system.
- Performed system Refresh activities on ABAP, java and dual stack SAP systems.
- Installed Oracle database in servers through remotely through putty using Xming.
- Provided support for SAP system and database including health check and tablespace management using BR tools.

## KEY ACCOMPLISHMENTS

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- Awarded Silver badge for single click migration utility for Anypoint PCE (Private Cloud Edition) to Anypoint Cloud Integrating Ansible with Inhouse web application which reduces Turn over time from 4-5 Hours to 2-3 minutes.
- Awarded Gold for Smart build automation utility for Mule based JVMs with a single click.
- Bronze award for automating JVM build process for Mule based application servers directly from cloud with the provided variables using Ansible Playbook.
- Silver award for end-to-end documentation on informatica workflows and their Mapping.
- Silver award for providing Support in ERS and Siebel release successfully despite of having many challenges with extended support during the Onshore hours.
- Silver award for working on partial automation like creating esmart scripts to pull the CIU details from INC and fix the wrongly created CIUs before it catches in audit and reduce manual effort in getting the reports monthly.
- And some couple of High-five awards and e-cards from peer employees