

Mohammed Abdullah

Experienced System & Support Engineer | Cloud & DevOps Engineer | Multi-Cloud Infrastructure

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Professional Summary: Customer-focused System Engineer with 6+ years specializing in cloud infrastructure, DevOps automation, and enterprise system administration. Proven expertise in deploying AWS/Azure solutions, automating infrastructure with Terraform/Ansible, and integrating unified communications platforms. Strong communicator with experience supporting customers, resolving technical challenges, and designing scalable, reliable cloud architectures. Passionate about technology, continuous learning, and driving customer success through innovative solutions and collaboration.

Professional Certifications & Recognition

AWS Certified Solutions Architect (SAA-CO3) | Azure Administrator (AZ-104) | Azure Fundamentals (AZ-900) | Terraform Associate (003) | CCNA (Routing & Switching) | MCSA: Windows Server | PCEP - Certified Entry-Level Python Programmer | AWS Well-Architected Professional | *Verify all certifications at: <https://www.credly.com/users/abdullah-cert>*

Core Technical Skills

Cloud Platforms: AWS (EC2, EKS, Lambda, VPC, IAM, S3, CloudWatch, EBS), GCP (Cloud Build, Cloud logging, Artifact Registry, GKE),

DevOps & Automation: Kubernetes, Docker, Terraform, Ansible, Jenkins, CI/CD Pipelines, Helm Charts, Packer, Git.

Observability & Monitoring: Prometheus, Grafana, Azure Monitor, CloudWatch, Log Analytics, Application Insights

Programming & Scripting: Python, Bash, PowerShell

Professional Experience

Jsoma Enterprise Pvt. Ltd

Cloud Infrastructure Engineer (GCP)

- Worked closely with application development teams to define infrastructure requirements and deliver highly available and performance-optimized services.
- Supported cross-functional teams and vendors in resolving cloud-related issues, ensuring uptime and configuration consistency.
- Provided technical guidance on cloud migration and automation, enabling smoother adoption of GCP alongside existing AWS workloads.
- Led the design and deployment of Terraform-based Infrastructure as Code (IaC) solutions to automate GCP provisioning and configuration.
- Developed Terraform CI/CD pipelines integrated with version control and policy scanning tools (e.g., Terraform Cloud, GitHub Actions).
- Optimized **GCP resource utilization and costs** through rightsizing, automation, and monitoring tools such as Cloud Billing and Recommender APIs.
- Design and deploy **scalable, secure, and resilient architectures** on Google Cloud (GCE, GKE, Cloud Run, Cloud Storage, Cloud SQL, etc.).

Capgemini, (Client-Avaya) & Avaya

Technical Support Specialist

Promoted to direct Avaya role in August 2023 based on performance and technical expertise

Hyderabad

08/2021 - 02/2025

- Partnered with customers and business partners to integrate Avaya Aura systems (SM, SBC, CM, AMMG) with existing VoIP platforms, PSTN gateways, PBXs, and Unified Communications systems
- Deployed and managed **Avaya Aura communication platforms** across **Azure, AWS, and VMware** environments, supporting enterprise-scale unified communications infrastructure with 99.95% uptime.
- Assisted customers in automating infrastructure provisioning using Terraform and Ansible, supporting rapid environment setup for testing and staging
- Implemented **Azure Security Center (Microsoft Defender for Cloud)** for continuous threat protection, vulnerability assessments, and security posture management across Azure workloads, remediating high-priority security recommendations
- Assisted customers in automating infrastructure provisioning using **Terraform**, ARM templates, and **Ansible**, supporting rapid environment setup for testing and staging
- Implemented Microsoft Teams Direct Routing integration by configuring Avaya Session Border Controller (SBC) and establishing secure SIP trunk connections

- Resolved complex network connectivity issues impacting Avaya Aura components (SBC, SM, SMGR, CM, IP Office), ensuring reliable voice and data flow
- Collaborated with Site Reliability teams and Product Development groups to resolve customer-impacting incidents and implement optimal solutions
- Collaborated with development teams to support Java-based microservices and Spring Boot applications deployed on Kubernetes clusters, troubleshooting application connectivity, API integration issues, and service mesh configurations
- Administered multi-platform environments (Linux, Unix, Windows), ensuring optimal performance through resource monitoring, capacity planning, and proactive maintenance Created comprehensive documentation including runbooks, architectural diagrams, and operational playbooks for platform reliability and knowledge transfer.

Goldstone Technologies Limited (BlueJeans Networks)

07/2017 - 12/2018

Technical Analyst

- Integrated and configured enterprise video conferencing systems (Polycom, Radvision, Lifesize, Tandberg) with BlueJeans Network cloud platform, supporting real-time communication infrastructure
- Diagnosed video/audio quality issues in H.323/SIP environments using **Wireshark** and WebRTC logs, analyzing network metrics (packet loss, jitter, latency) to ensure 95% performance standard compliance
- Supported large-scale virtual events with 10,000+ concurrent participants, identifying platform bottlenecks and coordinating with engineering teams for rapid resolution

Foray Software Private Limited (TCS - ICICI LOMBARD)

04/2016 – 02/2017

System Engineer

- Managed 100+ production servers across Windows and UNIX; executed installations, upgrades, and maintenance.
- Implemented HP OpenView monitoring reducing mean time to detection by 40%
- Led Windows Server 2008 to 2012 migration for 80+ servers, completing 15% under budget with zero data loss
- Optimized IIS application pools and VMware resource allocation, improving performance by 25%

Academic Qualification

- **M.Tech** in Computer Networks and Information Security
- **B.Tech** in Electronics and Communication Engineering

From JNTUH, 2015 – 2017

From JNTUH, 2010 - 2014

KEY TECHNICAL PROJECTS

Accessible Over: [Github.com/Ab-Cloud-dev](https://github.com/Ab-Cloud-dev)

CI/CD Pipeline with Jenkins, Kubernetes, and Ansible

Developed automated deployment pipeline utilizing Terraform for infrastructure provisioning, Ansible for application deployment, and Jenkins for continuous integration, streamlining containerised application delivery.

Container Orchestration with EKS Fargate

Deployed serverless Kubernetes solution on AWS EKS Fargate with Load Balancer Controller integration, demonstrating scalable architecture principles and eliminating infrastructure management overhead.

AWS Infrastructure Automation

Created Lambda-based automation for cross-region EBS backups and S3 file transfers with DynamoDB audit logging, implementing comprehensive error handling and monitoring across multiple AWS regions.

AWS Serverless 3-Tier Architecture - Student Management System

Built full-stack serverless application using S3, CloudFront, API Gateway, Lambda, and DynamoDB. Implemented RESTful API endpoints for CRUD operations with IAM-based security. Configured CloudFront CDN for global content delivery with automatic scaling and pay-per-use cost optimization.

100 Days of DevOps Challenge | KodeKloud (<https://ab-cloud-dev.github.io/100-Days-Of-DevOps-KodeKloud-Solutions-Explanation/>)

AWS S3 Lambda File Transfer Automation

A serverless automation solution that automatically transfers files from a public S3 bucket to a private S3 bucket using AWS Lambda, with complete audit logging in DynamoDB.