

Md. Abu Raihan Srabon

Senior Software Engineer | DevOps Engineer | SRE & Platform Engineer
Dhaka, Bangladesh | Open to Remote/Global Opportunities
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Professional Summary

DevOps Engineer with a strong software development background, offering over 8+ years of experience in building backend services and infrastructure platforms. I build with the developer experience in mind, delivering CI/CD automation, Kubernetes environments, and observability stacks that make it easier for teams to ship and maintain code. My work in internal developer platforms has led to faster onboarding, shorter feedback loops, and fewer deployment failures. I combine coding expertise with systems thinking to create solutions that are both resilient and easy to use. Comfortable leading initiatives across DevOps, platform, and engineering teams to improve delivery and reliability.

Technical Skills

- **Languages:** Java, JavaScript, Python
- **Frameworks & Platforms:** Spring Boot, Node.js
- **Architectures & Patterns:** Microservices, Domain-Driven Design (DDD), Event-Driven Architecture, Serverless, CQRS, Client-Server
- **Databases & Caching:** MySQL, PostgreSQL, MongoDB, SQLite, Redis
- **Cloud & Virtualization:** AWS (EC2, S3, Lambda, IAM, SNS, SQS), Oracle Cloud, BCC – NDC
- **Infrastructure & IaC:** Kubernetes, Docker, Ansible
- **CI/CD & Automation:** GitLab CI, GitHub Actions, Jenkins, Bash scripting
- **Monitoring & Observability:** Prometheus, Grafana
- **Messaging & Realtime:** RabbitMQ, WebSocket
- **DevOps & Agile Practices:** GitOps, Agile (Scrum, Kanban), CI/CD pipelines
- **Collaboration Tools:** Git, Jira
- **Core Competencies:** Leadership, Analytical Thinking, Growth Mindset, Creative Problem Solving, Empathy, Observational Insight

Certifications

- Advanced Certificate for Management Professionals (ACMP) 4.0 – IBA-DU, 2025
- Advanced Certified Scrum Master (A-CSM®) – Scrum Alliance, 2025
- Advanced Certified Scrum Developer (A-CSD®) – Scrum Alliance, 2021
- Certified Scrum Master (CSM®) – Scrum Alliance, 2018

Technical Achievements:

- Spearheaded the DevOps transformation at Synesis IT, driving adoption of automation, CI/CD, and infrastructure-as-code across teams.
- Built a multithreaded Python script to process 35K–40K PDFs per batch, using Redis for deduplication and MongoDB for structured storage—saved 400+ workdays and cut processing costs by 98%.
- Boosted database performance by optimizing slow queries and applying targeted indexing—reduced load times by up to 70% under heavy traffic.
- Automated multi-cloud deployments with Ansible and CI/CD pipelines (Bash, Jenkins), reducing manual effort by over 90% and ensuring consistent environments across platforms.

Professional Experience

DevOps Specialist

Development Design Consultants Ltd. | Mar 2024 – Present

- LARMS (Land Acquisition & Requisition Service | Land Ministry, Govt. of Bangladesh)
 - Architected and maintained self-managed Kubernetes clusters on government cloud VMs, delivering a secure, scalable, and production-grade container orchestration platform.

- Built an Internal Developer Platform to automate dev/QA environment provisioning, accelerating feature testing cycles and reducing environment setup time by over 70%.
- Led a full-scale DevOps transformation by designing GitOps workflows, implementing CI/CD pipelines, and automating code synchronization across distributed repositories.
- Developed real-time alerting and monitoring systems to proactively detect issues, ensuring system reliability and rapid incident response.
- Provided 24/7 on-call support and conducted in-depth root-cause analysis, maintaining 99.99% uptime for mission-critical government services.
- Collaborated with cross-functional teams to enhance software reliability and reduce MTTR, driving faster resolution and improved operational stability.
- SRMS (ERP Module of DDC ERP)
 - Led a cross-functional team of 3–4 developers and stakeholders to architect and deliver an ERP system using microservices and no-code/low-code platforms for rapid feature delivery.
 - Collaborated closely with business analysts and product owners to translate evolving requirements into scalable, high-quality solutions aligned with organizational priorities.
 - Engineered robust end-to-end CI/CD pipelines and GitOps automation, accelerating deployment cycles and minimizing human error.
 - Drove continuous delivery excellence by integrating version control, automated testing, and environment-specific release strategies across all application stages.

Senior Programmer / Team Lead

Synesis IT Ltd. | Jan 2021 – Feb 2024

- Conway (WebRTC, XMPP, Spring Boot, React, Consul, Redis, Docker, Kubernetes)
 - Led a team of 3–4 developers to architect and launch an Internal Developer Platform, enabling secure, self-service test environments and accelerating software release cycles.
 - Directed R&D and orchestrated the migration of legacy systems to Kubernetes-native, multi-cloud infrastructure, adopting microservices for improved scalability and fault isolation.
 - Designed and implemented end-to-end CI/CD pipelines using GitLab webhooks, Jenkins, Docker, and custom Bash/Python scripts to automate staging and test deployments.
 - Established deployment consistency and reduced manual overhead by integrating automated build, test, and release workflows across all environments.
 - Championed DevOps best practices, enhancing team productivity and reducing environment provisioning time by over 60%.
- SMS Gateway Aggregator Platform (Spring Boot, RabbitMQ, MongoDB, MySQL, PHP, Docker, Nginx)
 - Led a team of 3–4 developers to architect a resilient, high-throughput SaaS microservices platform (100 TPS), serving 15+ organizations in government and banking sectors.
 - Designed and implemented an SMS handling layer with masked/unmasked messaging and full MNP compliance, integrating all major MNOs and international SMS gateways.
 - Built automated CI/CD workflows using GitLab webhooks, Jenkins, and Docker to streamline deployments and reduce release-related downtime.
 - Improved platform reliability and deployment velocity by enforcing DevOps best practices and minimizing manual intervention in the delivery pipeline.
- Contact Center (Angular, Spring Boot, RabbitMQ, WebSocket, MySQL NDB Cluster, Docker, Nginx)
 - Managed a team of 4–5 developers to decompose a monolithic contact-center system into scalable microservices, increasing concurrent call handling capacity by 190%.
 - Redesigned system architecture to ensure high availability and fault tolerance, achieving 99.99% uptime across critical services.
 - Developed a real-time operations dashboard using event-driven messaging (e.g., RabbitMQ/Kafka) and WebSockets to visualize live metrics and system health.
 - Implemented robust CI/CD pipelines with GitLab webhooks, Jenkins, and Docker, ensuring consistent and reliable deployments across staging and test environments.

Programmer

Synesis IT Ltd. | Sept 2017 – Jan 2021

- **Dynamic CRM & E-Prescription Subsystems (Spring Boot, Asterisk, Vue.js, MySQL, Nginx)**
 - Architected and implemented CRM and e-prescription modules as microservices, ensuring modular design, clear separation of concerns, and maintainability.
 - Built a dynamic CRM system to handle diverse healthcare questionnaire patterns, reducing customization time and accelerating deployment across multiple service lines.
 - Developed a secure, RESTful e-prescription delivery service integrated with SMS gateways and mobile clients—serving 20+ million users with end-to-end encryption and resilient retry mechanisms.
 - Established CI/CD pipelines, centralized logging, and monitoring to ensure 24/7 availability across 5+ call centers (200+ agents), maintaining 99.9% service uptime.
- **16263 Data Visualization Dashboard (Laravel, Vue.js, MySQL, Nginx)**
 - Developed a high-performance operations dashboard, delivering real-time visibility into live call-center metrics using WebSocket-based updates.
 - Optimized SQL queries and implemented advanced indexing strategies to ensure low-latency data access and scalable performance.
 - Engineered a custom token-based validation layer to securely integrate with legacy systems, enabling seamless authentication and access control.
 - Automated user provisioning and dynamic report generation, streamlining workflows and reducing manual intervention.
- **SHOJON, Bangladesh Prison (Tool: Laravel, MySQL, Nginx, GIT)**
 - Engineered and enforced robust security and business rule layers to ensure user privacy, role-based access, and regulatory compliance within a high-risk correctional environment.
 - Built an interactive reporting module with over 6,000 lines of code, providing unit-level visibility and enhancing audit transparency for prison authorities.
 - Developed a secure dial mechanism for SIP-based prison telephony, integrating user validation and call restrictions aligned with institutional policies.
 - Implemented a real-time call monitoring dashboard, enabling live tracking of active sessions and behavioral insights for administrators.
 - Designed and deployed a configurable scheduling system to allocate calling timeslots, with a dynamic calendar interface for real-time adjustments and conflict prevention.
 - Built intuitive interfaces for assigning users to call schedules, improving administrative efficiency and user experience.
 - This system is currently operational in a government prison in Bangladesh, supporting secure inmate communication under controlled conditions

Education

- **M.Sc. in Computer Science and Engineering (Data Science)**
United International University | Dhaka, Bangladesh | Jan 2020 – Feb 2022
- **B.Sc. in Computer Science and Engineering**
United International University | Dhaka, Bangladesh | Sept 2012 – Oct 2017

Languages

- English (Fluent)
- Bangla (Native)

References

- **Md. Shah Jalal**
Senior Scrum Master, Cheq (a Cantaloupe Platform)
+880 1619-888979 | evojalal@gmail.com
Relationship: Under Mr. Jalal's leadership from September 2017 to August 2022, working within his Scrum team and cross-collaborating extensively across sub-teams to deliver complex agile projects.
- **Tanvir Ahmed**
Senior Software Engineer, A.P. Moller – Maersk
[linkedin.com/in/tanvir86](https://www.linkedin.com/in/tanvir86)
Relationship: I worked under Mr. Ahmed across nearly all major projects from September 2017 to July 2022, closely collaborating on system design, implementation, and deployment phases.