



## Riyas Rawther

### Infrastructure Support

If you can't measure it, you can't improve it.

AWS certified Creative and driven Infrastructure Architect seeking a diverse and interesting opportunity in a renowned company. My 10 years relevant experience in Windows, Networking, Disaster Recovery, Linux, Cloud, migrations, and Server Platforms will greatly help to contribute the best to the company.

Cochin, India 683561

+91-62381-22062

[riyas@realtech.dev](mailto:riyas@realtech.dev)

[www.realtech.dev](http://www.realtech.dev)

<https://github.com/riyas-rawther>



## Work Experience

### AlignMinds Technologies Private Limited

October 2020 – Present, Cochin, India

#### Technical Manager

- Built, maintained, and scaled infrastructure for production, QA, and dev environments for web and mobile apps that grew to 1.5 million monthly users.
- Experience on deploying NodeJS, Angular, PHP based (Moodle, Yii2, Laravel) applications using GitLab DevOps tools.
- Owned production alerts using Sensu, PagerDuty, SquadCast and acted as the point of contact for all infrastructure incidents.
- Implemented and maintained Continuous Integration/Continuous Delivery systems leading to an improvement in the time to ship new feature releases by 60%.
- Worked on and supported automated builds, deployments, validations, and configurations in our public AWS environment.
- Develop automation processes to enable teams to deploy, manage, configure, scale and monitor their applications through the use of tooling or scripting, reducing the time needed to get features in production by 36%
- Fostered a culture of robust documentation as it pertained to release processes and CI/CD.
- Educated project managers, developers on various technology platforms optimize, secure, and release apps.
- Investigate and resolve technical issues.
- Improved the SEO of the official website to 40% by adopting and implementing SEO best practices.
- Worked alongside project management teams to successfully monitor progress and implementation of initiatives.
- Mentor and train other engineers throughout the company and seek to continually improve processes companywide.
- Managed 100s of Windows and Linux systems.
- Integrated Slack to provide notification on various stages of git operations to the developers and project managers.
- Worked on complex email migration from Exchange to Google Workspace containing 800+ users and terabytes of data for a company across Africa, Europe, and United States.
- Worked on migration of Moodle, WordPress sites to cloud with LEMP/LAMP stacks.
- Dockerized complex and outdated project stacks to work on latest operating system and help the developers to work on multiple projects at same time.
- Implemented security measures on office networks, enabled 2FA on GitLab users, emails, Bastillion servers.
- Introduced and guided developers to use serverless platform on NodeJS using serverless.com to avoid setting up servers for production, dev and staging environments and to save costs.
- Providing DevOps support for Windows, Linux and Serverless based projects.

## SKILLS



Elastic Disaster Recovery, Security, Cost Optimization, IAM, EC2, RDS, S3, CloudFront, Load Balancer with end-to-end SSL, Target Groups, Auto Scaling, Amazon Polly, Lambda and API Gateway, Beanstalk



Self-Managed GitLab installation, deployments of NodeJS, Laravel, YII2 using GitLab CI/CD.



Dockerization of Yii2, Laravel, NodeJs applications.



- Configure email compliance and implement measures to protect organization from spam, spoofing, phishing, and malware attacks. ► SPF, DKIM, DMARC, MX
- Experience on managing 900+ users.
- Migrations

## Projects

### I. LMS - Moodle



- Migration of on premises Moodle LMS to AWS for scalability and performance.
- Advise developers to optimize the website to increase performance and implement caching mechanism.
- Optimize the LEMP stack for optimum performance and availability.
- Configure automatic backups of Databases using bash scripts and Amazon Data Lifecycle Manager.
- Cost optimization using AWS Cost Explorer, rightsizing by identifying EC2 instances with low-utilization, Identifying Amazon EBS volumes with low-utilization and reduce cost by snapshotting then deleting them, Analysing Amazon S3 usage and reduce cost by leveraging lower cost storage tiers, Identifying Amazon RDS instances with low utilization and reduce cost by stopping RDS, reviewing networking and reduce costs by deleting idle load balancers, budget alerts etc.
- Built S3 buckets and managed policies for S3 buckets and used S3 bucket and Glacier for storage and backup on AWS.
- Amazon IAM service enabled to grant permissions and resources to users. Managed roles and permissions of users with the help of AWS IAM.
- Initiating alarms by replacing CloudWatch with Sensu and PagerDuty service for monitoring the server's performance, CPU Utilization, disk usage etc. to take recommended actions for better performance.
- Configured AWS Multi Factor Authentication in IAM to implement 2 step authentication of user's access using Google Authenticator and AWS Virtual MFA.
- Included security groups, network ACLs, Internet Gateways, and Elastic IPs to ensure a safe area for organization in AWS public cloud.
- Coordinate/assist developers with establishing and applying appropriate branching, labelling /naming conventions using GIT source control.

### II. FinTech – DotNet MVC



- Configure Windows servers for hosting ASP.NET MVC webservers, SQL, VPN, JumpBox servers.
- Configure IAM permissions for developers and for other services.
- Building and testing AWS EC2 autoscaling with WarmPool for quicker deployments and for scalability.
- Provide load testing environment to test the staging and production environments using millions of fake users.
- Test server creation using RedLine13, JMeter and Locust.
- Coordinate/assist developers with establishing and applying appropriate branching, labelling/naming conventions using Git.
- Initiating alarms by replacing CloudWatch with Sensu and PagerDuty service for monitoring the server's performance, CPU Utilization, disk usage etc. to take recommended actions for better performance.
- Optimizing EBS volume by updating IOPS and throughput.
- Building and optimizing SQL server for HA based on best practices.
- Create VPN configuration for the users to access the servers through Jumpbox.
- Configuring NAT to give internet access to an Amazon VPC-connected Lambda functions.
- IIS Configuration, SSL installation for staging servers, removing deprecated TLS e.t.c.
- Configuring endpoint security using F-Secure Elements Endpoint Protection.
- Integrating Retrace with DotNet MVC application to view the error logs, SQL Query Performance e.t.c
- Provisioning SFTP server with 2FA, S3 versioning, TLS, IP whitelisting, chroot, rate-limit, quote.

### III. LMS Based on DotNet MVC



- Work closely with developers to build web servers on AWS using Auto Scaling, custom AMI, end to end SSL termination.
- Secure outdated WordPress with Sucuri to protect the server from malware, denial of service attack, SQL injection and block completely some countries which is rated #1 for spamming and hacking activities.
- Monitoring servers using Sensu and PagerDuty.
- Load Testing and optimization of Web servers using JMeter and RedLine13.
- Implementation of CI/CD using Elastic Beanstalk.
- Support developers on configuring changes on the Master Image (Golden Image).
- Configure the MS SQL server for optimum performance and security.

### III. ERP System – PHP



- Attending regular call at the project analysis phase, making workflow and setup technology stacks for developers.
- Dockerize the stack with CertBot.
- Manage the infrastructure as code on GitLab.
- Coordinate/assist developers with establishing and applying appropriate branching, labelling/naming conventions using Git.

### IV. Google Workspace Administration and Azure



- Administrator for the Google Workspace account having 800+ users and 100+ groups.
- Managing backups and uptime of websites.
- Migrated emails from Exchange server to Google Workspace.
- Installed F-secure vulnerability by replacing costly AT&T AlienVault on Microsoft Azure to detect and report vulnerabilities.
- Supported to update the storage type of managed disks.
- Created site-to-site VPN across branches, Head Office, and Azure.

### V. Flutter Mobile app – HIPPA complaint



- Studied the project requirements and advised to use serverless framework.
- Reduced 100+\$ on EC2 servers during the project development using serverless.
- Configured PostgreSQL on RDS and configured IAM roles and security.

## VII. e-Commerce



- Prevent unknown bots using AWS WAF and .htaccess to save bandwidth.
- Prevent DDosS attack using AWS WAF2 rate-limit rule.
- Root cause analysis using Apache logs and AwStats and other tools.
- AWS cost analysis and setting up budgets.
- Monitor services to maintain uptime.
- Work with developers to help optimize the performance of Magento (lazy load).

## VII. social media



- Migrated from none-working AWS Elastic Beanstalk to EC2.
- Identified the API throughput by measuring the current performance by using stress testing tools.
- Increased the API performance from 30 sec load time to 3 seconds.
- Created extensive KT documentation with dependencies.

Reference: Abdu, +919037672127

## Freelancer - IT Consultant

*June 2020 – October 2020*



- Undertaken WordPress site migration to cloud and optimization works.
- Developed a video streaming portal that play video from torrents with sub-titles.

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## Skybertech IT Innovations Pvt Ltd

*January 2020 – May 2020*

### IT Consultant

Responsible for overseeing both the technical and managerial aspects of various organization's IT departments. My duties were to plan, direct and design Skybertech's customer's company's IT infrastructure while simultaneously managing the IT team responsible for maintaining that infrastructure. To ensure that their company's IT infrastructure is always functioning as effectively as possible and is never sluggish or outdated, as an IT Infrastructure Manager I have performed a variety of tasks.

As an IT auditor, I was responsible for the internal controls and risks of the client's technology network. This role was identifying the weaknesses in a system's network and creating an action plan to prevent security breaches in the technology. I also involved in the planning and execution of internal audit procedures and the creation of internal audit reports.

- Work with the vendor\product in delivery of data network service, hardware, and software to agreed service levels.
- Perform vendor interaction with internal and external support organizations.

- Documentation of technical best practices for reuse in other customer engagements, and contribution to the development of standard consulting service offerings.
- Providing software and hardware implementation.
- Providing complete network/application assessment and documentation.

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### **Datavox systems India P.V.T. ltd. Info Park, Cochin, India**

10/2018 – Dec 2019

#### **L3 Technical Engineer – VoIP & Data**

- Taking ownership of customer issues reported and seeing problems through to resolution.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Ask customers targeted questions to quickly understand the root of the problem.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Ensure all issues are properly logged.
- Installation, configuration and troubleshooting of VoIP IP PBX such as Avaya, 3CX, Yeastar, Grandstream and other Asterisk systems.
- Document technical knowledge in the form of notes and manuals.
- Configuration of Domain DNS such as A, MX, TXT to prepare web and email on Office 365, Cloudfare, Amazon, Google Cloud, Vltur and Bluehost.
- Resolving Network connectivity issues.
- Troubleshooting outlook and other software issues.
- Configuring Routers, Switches, firewalls, and LAN.
- Configuring printer and scanner through LAN/WLAN.
- Calculate storage requirements for CCTV and Servers.
- Provide Automated backups for ERP Databases including MS SQL and MySQL and configure NAS with version history.
- Configure Site-to-Site VPN on various routers.
- Configure FortiGate firewall with web filtering.
- Work with all internal groups, including sales, product management and consulting.

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### **Regency Plus, i20 FZE, Grand Cafe Boulevard. Dubai, UAE**

7/2013 – 04/2018

#### **IT Manager**

*i20-fze is a mobile phone trading and logistics company located in Dubai Airport Free Zone. They export mobile phone US and MEA region. Grand cafe Boulevard is one of the largest Lebanese restaurants in The Dubai Mall.*

- Managing a team of staff including programmers, analysts, and support specialists.
- Evaluating the functionality of systems.
- Selecting and purchasing appropriate hardware and software.
- Managing IT budgets.
- Implementing and managing security or integrity and backup procedures.
- Scheduling upgrades.
- Providing user training, support, advice and feedback.
- Testing and modifying systems to ensure that they operate reliably.
- Managing secure network access for remote users.
- Keeping up to date with new technology.
- Register domain names, develop website in WP and configure emails.
- Designing maintenance procedures and putting them into operation.
- Develop ERP system for Direct Store Delivery Project.
- Deploy POS system for the restaurants and manage it.
- Manage VPN, firewalls, CCTV, Databases etc.
- Ensures that computer and network operations are monitored, backup/recovery functions are performed on scheduled basis.
- Analyse business processes and provide solutions using ERP systems.

- Build KPI dashboards based on requirements.
- Test and report bugs, maintain staging server etc.
- Provide user training and support.
- Git code management, collaborate on code, test, and deploy using Bitbucket and GitHub.

## Terra Computers, Saudi Arabia.

11/2009 – 06/2012

### IT Technician

*Terra computers was a start-up in Saud Arabia, Al Qassim region for servicing and sales of Laptops, Desktops, and other accessories. I was the first staff recruited and responsible for further development of the shop.*

- Accounting and Inventory.
- Develop Windows OS images to deploy on dissimilar hardware to save time.
- Assembling of Gaming PCs as per customer requirements.
- Keep records of repairs and fixes for future reference.
- Troubleshooting hardware and software issues.
- Upgrading the entire system to enable compatible software on all computers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations on new software and hardware.
- Establishing good relationships with vendors and customers.
- Configuring Routers, Switches, firewalls, and LAN.
- Conducting daily backup operations.

## Educational Qualifications

- 2003 - 2005 Vocational Higher Secondary in Computer Applications - First Class

## Certifications

- Grand Stream Certified Specialist

## Technology Stacks

