SHAHEEN SAYYED

✉ shaheen.sayyed.official@gmail.com | 🔗 www.linkedin.com/in/sayyedshaheen

Profile

As an experienced and seasoned **DevOps/SRE** professional with **7+ years** of relevant experience, I've honed my expertise across both **development** and **operational** domains, ensuring a comprehensive understanding of the entire software delivery lifecycle. Proficient in developing **automation** scripts for **Continuous Integration and Continuous Deployment** workflows and adept at managing **configurations** and **deployments** across **40+** products in **staging** and **production** environments as part of **Release Management**. I have demonstrated expertise in ensuring service **reliability** through robust **monitoring** and **alerting** systems. Played a pivotal role in major projects focused on **standardizing DevOps best practices** on the **AWS** cloud platform and container orchestration tool **Kubernetes**. **Passionate** and **responsible** for achieving goals. Fostering **collaboration** and **teamwork** by working closely with development and operational team members. I have proven a commitment to **continuous learning** and **self-growth**, ensuring adaptability and **innovation** in an **Agile** environment.

Work Experience

Site Reliability Engineer **Red Hat, Inc.** **Dec 2024-Present**

- Gained comprehensive knowledge of **Azure Red Hat OpenShift Platform** (ARO-RP), including its integration with **Azure** and **OpenShift**.
- Acted as a **mentor**, sharing expertise with members across different functions to enhance **cross-team collaboration** during **On-Call shifts**; **SRE SLA** adherence, troubleshooting practices, and documentation quality.
- Conducted in-depth **code reviews** and **bug fixes** in **Azure DevOps Pipelines** and **Microsoft Geneva Actions** for the **Hive SyncSet** project, an initiative focused on **OpenShift operational automation**.
- Developed and authored **Standard Operating Procedures (SOPs)** and **Troubleshooting Guides (TSG)** for **Hive SyncSet implementation**, and led **training sessions** and **demos** to ensure effective knowledge transfer across the team.
- Conducted thorough **testing** to ensure seamless **migration** of **ARO clusters from Cgroups v1 to v2** during upgrades to OpenShift 4.14.Z, and confirming the proper **application** of **configurations** across multiple OpenShift versions.
- Participated actively in **On-call rotational shifts**, ensuring the continuous **reliability** and **availability** of the **Azure Red Hat OpenShift cluster** and **Day 2 Operations** release across **production regions**.

DevOps Engineer - Gateway **Zoom Video Communications, Inc. (Zoom)** **May 2024-Nov 2024**

- Managing two **gateway** services migration and **release** deployment across different environments using the **Ansible** tool
- Set up **alerts** for gateway services by **integrating** the Pager Duty and internal Monitoring tool

Site Reliability Engineer **VMware Software India Private Limited** **April 2022-April 2024**

- Managed sprint **production** deployment bi-weekly for **20+** services on multiple Kubernetes clusters, ensuring timely and efficient releases
- Owned **FedRAMP-compliant** government release deployments for **10+** services, focusing on **vulnerability mitigation**
- **Developed** an automated production deployment life cycle through **Jenkins** and **Gitlab API** integration
- **Collaborated** with the product team for service architecture requirements gathering and **onboarding** new services to the automated **CI/CD** workflow
- Spearheaded a comprehensive review of **AWS RDS** infrastructure, identifying and **optimizing database** instances, reducing monthly costs by **50%,** and enhancing operational efficiency

- Facilitated seamless service **migration** between **Kubernetes** clusters, minimizing downtime and ensuring continuity
- Integrated **Wavefront alert** monitoring and resolution mechanism with incident management tool PagerDuty, maintaining system **reliability** and **performance**

Senior DevOps Engineer   **Zycus Infotech Pvt. Ltd**   **July 2018-April 2022**

- Orchestrated **CICD** pipelines using **GoCD** and **Jenkins** to ensure seamless deployments tailored with automation for product-specific
- Engineered a **Zero-Downtime** Deployment Pipeline leveraging **Packer**, **Terraform,** and **Nomad**, enhancing deployment efficiency on **AWS infrastructure**
- Implemented **automation** using **Python**, utilized **Terraform** for **Infrastructure** as Code, and employed **Ansible** as a **configuration** management tool
- Supervised and maintained **multi-tenant** products across diverse and complex environments, configuring settings in **YML** and **JSON** data structures on GitLab
- Successfully perform **Release management** for over **40+** products in **production** bi-weekly and provide rotational on-call support shift

Education

BACHELORS OF ENGINEERING - University of Mumbai   **June 2014 - June 2018**
Computer Engineering
CGPA: **9.66** (Secured third position at the Institute level)

Technical Skills

- **Languages**: Python, Groovy, Bash, Go
- **Knowledge**: Ansible, GoCD, Jenkins, Jira, Git, Kubernetes, Linux, Docker, AWS, Terraform, Packer, Gitlab-CI, CICD, Nexus, Flyway, Consul, Nomad, Prometheus, Wavefront, Troubleshooting, Monitoring, Azure, Openshift

Achievements and Certifications

- Certified Kubernetes Administrator (**CKA**) certification - **Dec 2023**
- **GitLab** Certified Associate certification - **April 2021**
- Awarded for **individual and team contribution** in the Go-live of Certinal application, adhering to **Zycus** value - Agility and Innovation - **April 2021**

Projects

- **Zero Downtime Project**
  - Implemented **Jira** integration with **Jenkins** and **GoCD** to facilitate blue-green and emergency deployments, utilizing Packer, Terraform, AWS **ECS**, AWS **Lambda**, and Nomad tools
  - **Reduction** in **manual** intervention and code-to-production time frame from single deployment in 5 days to 10+ deployments in a week
- **Onboarding Service to CICD**
  - Initiated and implemented automated onboarding of **new services** through **Jenkins** pipeline and **Gitlab-CI**
  - **Streamlined** the **process** and curbed investment time by **80%**
- **Kubernetes Compliance Enforcement**
  - Adhering to **best practices** for optimal performance of the resources on the Kubernetes cluster, **refactored** existing service manifests with appropriate **resource constraints** using historical utilization data from the monitoring tool **Wavefront metrics**
  - Ensured services are getting deployed on the Kubernetes cluster with **OPA** compliance policies
  - **Controlled** cluster consumption ensured **cost savings,** and cluster **incidents** were **reduced** by **30%**