# Meet Shah

Cloud & AI Practice Lead | AIOps | DevSecOps | Multi-Cloud Architect

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## Profiles

meetshah10290   Shahmeetk

## Skills

**🎩 AI/ML & AIOps Initiatives**
• AI Design: AI Flow Builder, Agent Creation, MCP Connectors • AI Observability: OpenTelemetry + Grafana • Predictive Ops • ML Tooling: Azure ML, Databricks • Automation: GPT Agents, Azure Bot, OpenAI API • DataOps: Azure Synapse, Data Lake Gen2

**🔧 DevSecOps & CI/CD**
• Jenkins, GitHub Actions, GitLab, Bamboo • Terraform, ARM Templates, Ansible, CloudFormation • Kubernetes (AKS, EKS, OKE), Docker, OpenShift, DC/OS • Security: Prisma Cloud, Veracode, Snyk, CrowdStrike, Azure Defender • Guardrails: RAI Compliance

**⚒ DevSecOps & CI/CD**
• CI/CD Tools: Jenkins, GitHub Actions, Bamboo, CircleCI • Infrastructure as Code: Terraform, CloudFormation, Azure ARM Templates, Ansible, Puppet • Containerization & Orchestration: Docker, Kubernetes (AKS, EKS, OKE), OpenShift, Docker Swarm, DC/OS • Security & Compliance: Prisma Cloud, Veracode, Snyk, Azure Defender, Qualys, CrowdStrike • RAI Gardrils: Artifact scanning, policy enforcement, RAI

**🔍 Monitoring, Logging & Incident Response**
• APM & Observability: Prometheus, Grafana, Datadog, AppDynamics, New Relic • Incident Management: PagerDuty, ServiceNow, JIRA • SLA/KPI Tracking, SRE Best Practices, Production Readiness

**👥 Project Delivery & Agile**
• Agile, Scrum, DevSecOps Coaching, Program-Level Ownership • SLA Definitions, Stakeholder Mgmt, Risk-Based Estimation

## Certifications

### AI Certifications
- ISO 42001 Lead AI Auditor and Implementer
- AI-104 Azure AI Fundamentals
- AWS Ai Certified Engineer
- GCP GenAI Certified

### Microsoft Certified
- DevOps Engineer Expert
- Microsoft Azure Architect Technologies
- Microsoft Azure Admin Associate
- Azure AZ-900 Fundamental Certified
- Microsoft DevOps Solutions

### AWS
- AWS Certified DevOps Engineer - Professional
- Certified Solutions Architect – Associate

### GCP
- Big Data and Machine Learning Fundamentals
- Core Infrastructure
- DevOps Architect Expert

### Oracle
- Oracle Cloud Infrastructure Foundations 2020 Certified Associate

### Tech Certificates
- AppDynamics Certified Associate Performance Analyst
- Certified Jenkins Administrator
- Certified Kubernetes Administrator
- Terraform Associate
- Certified Customer Success Manager

## Publications

**Study on 6LoWPAN Routing Protocols with SD aspects in IoT**
IEEE

## Summary

**Cloud Transformation Leader** with 15+ years of experience architecting secure, scalable infrastructure and driving enterprise digital transformations. Proven track record in implementing **AIOps &** full-stack **DevSecOps** pipelines, cloud-native platforms (AWS, Azure, GCP), and leading multi-cloud strategies across fintech and payment solutions. Evolved responsibilities into **AI-enhanced operations (AIOps)** — applying machine learning to observability, cost optimization, workflow automation, and merchant onboarding. Passionate about simplifying complexity through automation, mentoring high-performance teams, and building secure, compliant, high-availability systems across international markets. Expert in optimising and automating testing and release cycles, significantly accelerating time-to-market.

## Experience

**Network International LLC** — Oct 2020 – Present
Cloud & AI Practice Lead — Dubai, UAE

- Drove the end-to-end AI-based **Digital Transformation** for Payment Gateway Platforms serving 7000+ merchants across MENA and Africa, modernising release cycles and platform security.
- Architected and delivered 5 enterprise-scale hybrid cloud programs across Azure, AWS, and Oracle Cloud (AKS/EKS/OKE), supporting 55+ microservices.
- Enabled 60% faster merchant onboarding by implementing **AI-based automation** for white-label payment gateway integration, accelerating revenue realization.
- Developed production-grade customized **LLM models** for trend-based analytics, contributing to a 16% increase in business growth through predictive intelligence.
- Introduced **AI-enhanced observability** using OpenTelemetry and Prometheus with anomaly detection, reducing MTTR by 45%.
- Built a unified hybrid cloud platform using **Kubernetes** and **Terraform** to streamline **digital solution** onboarding across regions.
- Designed zero-trust security architecture, integrating Prisma, Veracode, and Snyk into CI/CD pipelines (GitHub Actions), improving security coverage by 70% and achieving full PCI-DSS compliance.
- Built a centralized **Azure Data Lake** with **Databricks ML pipelines** for real-time insights and **compliance reporting.**
- Launched **Azure Bot** + **OpenAI-powered support agents**, reducing support ticket load by 35%.
- Delivered 43% cloud cost optimization by applying **AI-driven cost reduction** strategies and Azure Advisor recommendations.
- Expanded operations into South Africa and Saudi Arabia with resilient hybrid cloud infrastructure with Oracle and AWS cloud with observability stacks (Prometheus, Grafana, PagerDuty).

**Emirates Group IT** — April 2019 – Oct 2020
Lead Site Reliability Engineer, DevSecOps Role — Dubai, UAE

- Spearheaded the **containerization** of airline platforms via Kubernetes and **OpenShift**, enabling microservice adoption and **CI/CD maturity.**
- Deployed **AI-enhanced observability** frameworks (AppDynamics, Splunk) with **anomaly detection** and root cause inference, improving SLA compliance and incident resolution speed.
- Implemented synthetic monitoring with **AI-assisted SLA/KPI tracking,** increasing operational transparency and availability.
- Managed global AWS infrastructure and **Akamai CDN** to ensure low-latency, secure content delivery across continents.
- Reduced deployment time by 40% using **Jenkins**, Bitbucket, **Terraform** and **Ansible** for CI/CD automation.
- Piloted user personalization via ML pipelines using real-time behavior analytics, laying the foundation for AI-enhanced customer engagement.
- Built predictive alerting systems using AWS ML and Splunk to proactively prevent SLA breaches and reduce alert fatigue.
- Automated scaling and DR provisioning using Terraform, kops, and Ansible, boosting platform resiliency.

**eInfochips (An Arrow Company)** — Oct 2016 – Apr 2019
Sr. Software Engineer, Lead DevOps Role — Ahmedabad, India

- Led CI/CD automation and infrastructure orchestration for high-traffic telecom platforms with 50+ containerized microservices using Mesosphere DC/OS.
- Improved deployment speed by 60% through standardized pipelines in Jenkins and Bitbucket, backed by performance analytics and rollback automation.
- Built reusable Ansible, Puppet, and Python modules for environment provisioning, ensuring consistent and fast deployments.
- Integrated ML-powered build log analysis within Jenkins pipelines to detect and resolve performance bottlenecks early.
- Designed and tested highly available cloud infrastructure in AWS with autoscaling and multi-region DR capabilities.
- Partnered with security teams to enforce container hardening and implement system-level monitoring across all services.

**Sophos** — Dec 2015 – Oct 2016
Sr. Software Engineer, CloudOps Role — Ahmedabad, India

- Delivered CI/CD pipelines integrating Jenkins, Bamboo, Git, Ansible, and AWS CloudFormation to accelerate release cycles.
- Managed AWS infrastructure observability with CloudWatch, CloudTrail, and LogicMonitor, ensuring production-grade visibility.
- Built integration workflows between Git, Jenkins, and Salesforce to support internal automation and test environments.
- Automated infrastructure operations using Bash and Python scripts, streamlining tasks such as upgrade, backup, and restore.

## Education

**Ph.D., Computer Science (Ongoing)** — Gujarat University – Ahmedabad, India
AIOps, AI-driven Cloud Infrastructure, Observability & Intelligent Automation

**M.Tech., Networking & Cloud Technology** — Gujarat University – 2014
Secure and Scalable Deployment Models for Hybrid Cloud Infrastructures

**B.E., Electronics & Telecommunication Engineering** — Sardar Patel University – 2011

## Volunteering

**Dept of Computer Science**

Mentoring M.Tech students on AI and Cloud Computing tools, DevOps practices, and Research & Thesis creations

## Personal Dossier

Gender: Male | Marital Status: Married| DOB: Feb 10, 1990