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# SUMMARY

***AiOps & Cloud Transformation Leader*** *with 15+ years of experience architecting secure, scalable infrastructure and driving enterprise digital transformations. Proven track record in implementing 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 reducing and automating testing and release cycles, significantly accelerating time-to-market. In addition to DevSecOps, I'm very interested in leading and designing end-to-end hybrid cloud solutions. Passionate about mentoring teams and fostering a culture of technical excellence and innovation through Scrum and Agile ways of working.*

# CERTIFICATIONS

* **Microsoft Certified**: AI-104 Azure AI Fundamentals | DevOps Engineer Expert | Microsoft Azure Architect Technologies| Microsoft Azure Admin Associate| Azure AZ-900 Fundamental Certified | | Microsoft DevOps Solutions
* **AWS**: AWS Ai Certified Engineer | AWS Certified DevOps Engineer - Profetional| Certified Solutions Architect – Associate
* **GCP**: Big Data and Machine Learning Fundamentals | Core Infrastructure | DevOps Architect Expert
* **Oracle**: Oracle Cloud Infrastructure Foundations 2020 Certified Associate | AppDynamics Certified Associate Performance Analyst | Certified Jenkins Administrator
* **Certified Kubernetes Administrator** | Terraform Associate
* Certified Customer Success Manager
* **ISO 42001 Lead AI Auditor and Implementer**

# SKILLS

**🛠 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

☁️  Cloud Platforms & Infrastructure

* Public Cloud: AWS, Azure, GCP, Oracle Cloud, Alibaba Cloud
* Hybrid & Multi-Cloud Strategy, Cost Optimization, Governance
* Compute, Networking, Storage, Identity, and DevOps services across cloud providers
* Serverless (Lambda, Azure Functions), Cloud Automation, DR & HA Design

🤖 AI/ML & AIOps Initiatives

* AI Building: Ai Flow Builder, AI Agent Creation, MCP connector creation
* AI in Observability: OpenTelemetry + Datadog/Prometheus/Grafana + ML-based anomaly detection
* AI-based Monitoring & Alerting (predictive thresholds, root cause inference)

### 💡ML Pipelines: Azure ML, Databricks

* AI Chatbots & Workflow Automation: Azure Bot Framework, OpenAI API, GPT Agents
* DataOps & Analytics: Azure Synapse, Data Lake Gen2, Power BI

🔍 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 Transformation, High-Performance Team Coaching
* Program/Chapter-Level Ownership, SLA Definition, Delivery Governance
* Estimation, Risk Management, and Stakeholder Engagement

# EXPERIENCE

## Network International

**Cloud & AI Practice Lead (AVP Cloud Chapter)**       Oct 2020 – Present

Led DevSecOps transformation for critical payment gateway platforms, supporting 7000+ merchants across MENA and Africa. Owned the full lifecycle of hybrid cloud delivery, from infrastructure automation to secure CI/CD integration, and evolved the role toward AI-enhanced operational intelligence.

* Delivered 5 enterprise-scale projects with 55+ microservices, orchestrating deployments across Azure, AWS, and Oracle using AKS, EKS, and OKE to support business scalability and resilience.
* Spearheaded the automation of onboarding for **white-label payment gateway solutions**, embedding **AI-driven workflows** that reduced merchant onboarding and integration time by 60% and improved time-to-revenue.
* Functionalized and finetuned **production grade AI Models** to develop business intelligence and provide trend based analytics with provement of business groth by 16%.
* Introduced **AI-based observability** and monitoring using **OpenTelemetry** and Prometheus enhanced with anomaly detection models, cutting MTTR by 45% and proactively identifying system degradation.
* Developed a multi-service hybrid cloud platform using **Kubernetes** (AKS,EKS and OKE), streamlining the onboarding of digital solutions and enhancing operational efficiency.
* Architected robust, **zero-trust security** frameworks that ensure **PCI-DSS compliance**, mitigating vulnerabilities across solutions with Integration of Prisma, Veracode, and Snyk into CI/CD (GitHub Actions), maintaining zero-incident and increasing deployment security coverage by 70%.
* Designed and operationalized a centralized data lake on Azure with pipelines that support both compliance reporting and real-time business insights, integrating **ML models** via Databricks for predictive capacity planning.
* Launched AI-enabled support agents and workflow automations using Azure Bot Framework and OpenAI APIs, streamlining merchant service operations and reducing support load by 35%.
* Automated cloud infrastructure in Azure and Oracle environments using **Terraform** and **Ansible**, enhancing deployment efficiency and reliability.
* Architected security and Integrated Prisma, Veracode, and Snyk into CI/CD (GitHub Actions), maintaining zero-incident **PCI-DSS compliance** and increasing deployment security coverage by 70%.
* Achieved 43% cloud cost optimization over 4 years through intelligent scaling and resource right-sizing using AI-based utilization analysis and Azure Advisor insights.
* Rolled out full-stack DevSecOps and **observability platforms** in Saudi Arabia and South Africa, extending services into new markets while adhering to production-grade **APM** solution for hybrid cloud applications using **Prometheus**, **Grafana**, and PagerDuty at the microservice level.

## Emirates Group IT

**Lead Site Reliability Engineer, DevOps Role**        April 2019 – Oct 2020

Led the design and operations of scalable containerized platforms and CI/CD pipelines for mission-critical airline systems, with early adoption of AI/ML for predictive monitoring and service personalization.

* Designed and maintained Kubernetes and **OpenShift** clusters in production, enabling microservice-based modernization of core airline transaction systems.
* Implemented an enterprise **APM framework using AppDynamics**, Splunk, and ServiceNow, with AI-driven root cause analysis and anomaly detection for faster resolution of performance issues.
* Built synthetic monitoring and **AI-assisted SLA/KPI tracking across airline-facing portals**, allowing proactive response to SLA violations and real-time availability insights.
* Managed AWS infrastructure and **Akamai edge services**, enabling secure and low-latency access to globally distributed services.
* **Automated CI/CD** pipelines with Jenkins, Bitbucket, and Ansible, reducing deployment times by 40% and improving rollback reliability.
* Developed a basic AI/ML-powered **data stream pipeline** to support user recommendation systems using visual behavior data, marking the team’s first steps into intelligent personalization.
* Leveraged early ML modules within **Splunk and AWS services** to correlate logs and generate predictive alerts, improving incident prevention and reducing alert fatigue.
* Automated infrastructure scaling and microservice deployments on AWS with kops, Terraform, and Ansible, accelerating environment provisioning.

## eInfochips (An Arrow Company)

**Sr. Software Engineer, Lead DevOps Role** Oct 2016 – Apr 2019

**Client: Verizon Inc**

Led CI/CD automation and infrastructure orchestration for containerized microservices powering large-scale telecom platforms. Focused on building resilient DevOps systems while introducing early AI-assisted performance insights and configuration automation.

* Orchestrated 50+ containerized microservices using Mesosphere DC/OS, reducing service deployment time by 60% and improving version control consistency.
* Directed CI/CD automation for all stages of the delivery pipeline using Jenkins, Mesosphere, and Bitbucket, significantly speeding up development cycles and reducing manual errors.
* Standardized Ansible, Puppet, and Python scripts to automate environment provisioning and configuration, enabling reproducible deployments across teams and clients.
* Integrated Jenkins pipeline analytics and performance dashboards, leveraging log trends and basic ML models to identify build failures and optimize test runtimes.
* Developed automated workflows to enforce deployment integrity and rollback readiness, improving production reliability during peak traffic windows.
* Collaborated with security and infrastructure teams to implement container hardening and system-level monitoring across all deployed workloads.
* Designed and tested high-availability cloud infrastructure (AWS) with autoscaling, load balancing, and multi-region replication for disaster recovery scenarios.

## Sophos

**Sr. Software Engineer, CloudOps Role** Dec 2015 – Oct 2016

* Oversaw the lifecycle of hybrid cloud solutions, from design and development to deployment and optimization, showcasing my comprehensive leadership in cloud operations.
* Spearheaded the implementation of CI/CD pipelines, orchestrating Jenkins/Bamboo, Git, Ansible, and AWS CloudFormation to streamline development processes and enhance delivery speeds.
* Monitored AWS Infrastructure and Services using tools like CloudWatch, CloudTrail, and Logic Monitor.
* Integrated Git, Jenkins, and Salesforce to establish Continuous Integration/Continuous Delivery.
* Automated manual tasks through bash/python scripting like install/upgrade/backup/restore etc.

## Namo Namah Enterprise

**Cloud Engineer** Aug 2011 - Nov 2015

* Led a technical support team offering strategic solutions to enterprise clients in the healthcare sector, elevating the resolution process and customer satisfaction.
* Mastered and disseminated comprehensive knowledge of the Software Development Life Cycle, guiding teams through each phase to ensure optimal software delivery.
* Pioneered the design of self-healing architectures, utilizing immutable infrastructure and serverless frameworks to ensure high availability and minimize downtime.
* Orchestrated the integration of AWS services such as Cognito, S3, DNS, and Route 53, enhancing portal functionalities and user experience.

**EDUCATION**

**Ph.D., Computer Science *(Ongoing)*** Gujarat University – Ahmedabad, India

**Focus:** AIOps, AI-driven Cloud Infrastructure, Observability & Intelligent Automation

Research Projects:

* AI-powered SLA breach forecasting and cost anomaly detection in hybrid IoT basedcloud workloads

**M.Tech., Networking & Cloud Technology** Gujarat University – 2014

* **Thesis: “Secure and Scalable Deployment Models for Hybrid Cloud Infrastructures”**

**B.E., Electronics & Telecommunication Engineering**

**Sardar Patel University – 2011**

# VOLUNTEER EXPERIENCE

**Dept of Computer Science**  2015 - 2019

* Mentored M.Tech students on **cloud computing tools**, **DevOps practices**, and career paths in the tech industry.

**RESEARCH PUBLICATIONS**

• [Study on 6LoWPAN Routing Protocols with SD aspects in IoT](javascript:void(0))

# PERSONAL DOSSIER

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