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# JAWAD SYED

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SJAHMED@ROGERS.COM



1-647-9916458



[HTTPS://WWW.LINKEDIN.COM/IN/JAWAD-SYED-91B4B57](https://www.linkedin.com/in/jawad-syed-91b4b57)

CRITICAL IMPACT AWARD – SIX YEARS IN ROW

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## PROFILE

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A top-performing Technology Leader with 22+ years of experience in the software & IT infrastructure industries skilled in analyzing business requirements and revising processes & procedures to increase an organization's efficiency & effectiveness.

Proficient in project scoping, team building, collaborating with business leads and project managers, managing deadlines, understanding and articulating priorities, architecting solutions, mentoring team members, and delivering results.

Excellent communicator possessing strengths in both creative and analytical thinking with the innate ability to manage multiple projects with competing deadlines.

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## EXPERIENCE

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### SENIOR MANAGER DEVOPS/SRE/PROOFPOINT

June 2016 – Present

- Attract, recruit, grow, and retain highly motivated Site Reliability Engineers (17 direct reports) for the SaaS production environment that lives and breathes automation
- Manage the production environment for the SaaS (25K+ systems), ensuring compliance to Service Level Agreement. Establish required metrics for the measurement of the service performance
- Drive the onboarding of applications on to the production SaaS environment, ensuring all best practices are adhered
- Manage incidents related to the SaaS and coordinate incident response with other operations groups
- Drive continuous improvement in the management of the SaaS.
- Capacity and resilience management of the SaaS
- Adapted SRE best practices, code reviews, and test automation, reducing functional and performance issues by 400% from 2016 to 2019
- Optimized infrastructure cost by 40% upon transitioning almost 8600 servers from six Data Centers to private cloud infrastructure (work in progress)
- Ability to multi-task and priorities effectively in a fast-paced environment

### TEAM LEAD DEVOPS/SRE/PROOFPOINT

April 2012 – May 2016

- I was brought in to build a new Cloud Email Archiving offering and to build new service reliability engineering team (grew team to 5 members).
- Architected & implemented secure, highly available & fault tolerant systems in private cloud for hosted archiving solution in collaboration with Product/Engineering teams.
- Drove best practices in service reliability engineering and insure Secure, Scalable, Performant, and Efficient Hosted Archiving Service. Effective communication and present team progress to upper management.

### TEAM LEAD /INFRASTRUCTURE ARCHITECT/ IBM

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## METHODOLOGIES & PRACTICES

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Planning, Budgeting, Solutions Architecture, Enterprise Software Delivery, Change Management, Staff Management, Big Data, Resource Management, Cloud Strategy, Cloud Architecture, Contract Management, Vendor Management, Migration Strategy, Strategic Planning, Business Strategy, Business Analysis, SDLC, TDD, Clean Code, Unit Testing, Agile, Scrum, Open Source, Continuous Integration, Design Efficiency, Continuous Delivery, Risk Assessment & Management, Zachman, TOGAF, Scrum, Agile, Project Management, SOC2, FEDRAMP, Current & Future State Assessment, Disaster Recovery, Business Continuity, High Availability, Performance Tuning, Security Architecture

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## TECHNICAL PROFICIENCIES

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JavaScript, React, Node, Express, Bootstrap, CSS, HTML, jQuery, AJAX, AXIOS, JSON, Git, MongoDB, MySQL, Redis, Memcached, Kubernetes, Docker, Infrastructure as Code, Jenkins, Git, Puppet, Ansible, Chef, Salt, Maven, Artifactory, Linux, Unix, Prometheus, Grafana, New Relic, Windows, RHEL, CentOS, OpenStack, Elasticsearch, Log Stash, Kibana, Heroku, ServiceNow, Salesforce, PagerDuty, IIS, Apache, Web Services, CDN, Microservices, LAMP, .NET, AWS, IAM, EC2, S3, VPC, Lambda, CloudFormation, Beanstalk, RDS, Aurora, DynamoDB, MS Azure, Terraform, Google Cloud, Rackspace, IaaS, PaaS, SaaS, GitHub, VoIP, TCP/IP, DNS, LDAP, Nagios, Sansu, Tomcat, Splunk, Cassandra, Oracle RDBMS, MS SQL, NoSQL, PostgreSQL, Sequelize, Python, YAML, Bash, YUM, Cisco, Routing, Switching, Juniper, F5, Dell, HP, IBM, VMWare, Hyper-V, JIRA, Confluence, Office 365, etc.

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## PROFESSIONAL TRAININGS

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Executive Presence, Leading Geeks, MERN Stack, AWS, Azure, GCP, RHEL, Puppet, Ansible, Dockers, Project Management, Conflict Management, Change Management, ITIL, Linux administration, Config Management, SAP Basis, VMWare VCP, MySQL, Mongo DB, MS SQL, Splunk, Enterprise Vault, NetBackup, Hitachi SAN, Exchange Server, Active Directory, Window Server, MCSE, MCTIP, CCNP, CCNA, Cisco Unified Computing, Citrix, etc.

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Orchestrates teams, infrastructure, and tools to enable rapid software delivery

April 2009 – March 2012

- Hired, trained, mentor & lead migration team for Canadian Bank migration project on one billion-dollar services project.
- Planning, architecting and successful migration of mission critical enterprise software.

## TECHNICAL ARCHITECT/CONSULTANT/SYSTEMS ENGINEER

1997 – 2009

Over 12 years period I worked as Technical Architect/Consultant & Systems Engineer for various organizations in Canada, UAE & Pakistan.

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## EDUCATION

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### FULL STACK DEVELOPMENT BOOTCAMP

University of Toronto

Successfully completed extensive 8-month long UofT Coding Bootcamp program which covers front-end & backend technologies required for full stack development.

### MS IN INFORMATION TECHNOLOGY MANAGEMENT

Capella University

Specialization Courses

- Managing IT Personnel
- Strategic Information Technology Management
- Enterprise System Security
- System Management Practices
- Project Planning, Management, and Financial Control

### BACHELOR OF SCIENCE (CS)

University of Karachi



