

WALEED NAVEED

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Systems & Cloud Engineer with 3+ years of experience supporting secure IT environments across AWS, Kubernetes, Linux, and Windows. Experienced in incident response, ticket triage, user onboarding, and root cause analysis. Shipped GitOps and observability using Prometheus, Grafana and Cloudwatch to help reduce mean time to resolve from hours to minutes, and reduce failed deployments by 50%. Experienced in Kubernetes troubleshooting, ticket triage, and on-call support, with strong communication skills in cross-team debugging. Seeking to grow and learn by getting into more difficult roles and positions.

KEY SKILLS

- **CI/CD & Automation:** Jenkins (pipeline-as-code), GitHub Actions, ArgoCD, Helm, CodePipeline
- **Infrastructure-as-Code:** Terraform, Ansible, CloudFormation, Puppet
- **Containers & Orchestration:** Docker, Kubernetes (EKS/ECS), Helm
- **Monitoring & Observability:** Prometheus, Grafana, CloudWatch, PagerDuty, New Relic
- **Programming & Scripting:** Python, Bash, SQL, Go
- **DBs & Caching:** Postgres, Aurora, Redis
- **Systems & Support:** Windows, Linux, macOS, Active Directory, MFA, Intune, M365, IAM
- **Frontend & Fullstack:** TypeScript 4+, Angular, Node.js, HTML5, SCSS, GraphQL (AppSync)
- **Cloud Platform & Servers:** AWS (EKS, ECS, Lambda, RDS, S3, CloudWatch), GCP, Apache, Tomcat

WORK EXPERIENCE

Unity Technologies Austin, TX

AWS Cloud Engineer, June 2022 - June 2025

- Built serverless applications with AWS Lambda, SQS and SNS automate multi-region data pipeline infrastructure, allowing faster developer onboarding, reducing configuration drift by 90%, and accelerating environment builds from hours to minutes.
- Implemented CI/CD pipelines using Jenkins and GitHub Actions to automate build/test/deploy workflows for multiple microservices and allowing for automated disaster recovery and rollback procedures, cutting release cycles by 40% and improving deployment reliability by 50% for cloud-native applications.
- Deployed an observability stack (Prometheus, Grafana, CloudWatch Logs/Alarms, New Relic) integrated with Slack, which monitored CPU, Memory and Disk Usage. Reducing MTTR from 3 hours to under 30 minutes using automated monitoring and preventing errors by visualizing data.
- Introduced reusable Terraform modules and Helm adopted by multiple teams, creating consistent environments and reducing onboarding time for new services.
- Created GitOps workflows to automate EKS and ECS deployments with ArgoCD and Helm, giving developers version-controlled deployments, eliminating configuration drift, and enabling one-click rollbacks during incidents, making issue resolution easier for deployments.
- Provided Tier 2/3 support for developers, troubleshooting Kubernetes/Helm deployments, IAM misconfigurations, and Linux/Windows environment issues, reducing escalations by 30%.
- Cut resolution times by 25% by authoring detailed runbooks and support documentation for recurring issues.
- Delivered AWS AppSync GraphQL services that cut query response times by 25%, by modeling schemas, integrating with backend APIs, and enabling real-time client updates.
- Contributed to disaster recovery readiness by implementing automated multi-region load balancing with AWS ALB/Route53 failover and automated RDS snapshot restores, ensuring security compliance and high availability for enterprise data pipelines.
- Scaled Angular/TypeScript web applications on AWS, improving frontend developer deployment speed by 40%, by provisioning S3 hosting, automating deployments with CI/CD, and creating reusable Terraform modules for environment consistency.
- Managed hybrid Linux/Windows migrations and developed CI/CD workloads by assessing system requirements and coordinating cross-platform transitions, implementing Ansible playbooks and CI/CD pipelines with Jenkins and GitLab, resulting in a 30% reduction in deployment times and improved system compatibility across environments.

Cadbury Austin, TX

Backend Engineer, July 2025 - August 2025 (Startup Contract)

- Developed and deployed Kafka-based data pipelines and REST APIs to connect NetSuite and Oracle ERP systems, enabling real-time data streaming with schema validation and error handling, improving DX and Reliability for product teams.
- Implemented CloudWatch custom metrics and anomaly detection rules to measure API performance monitoring, API error rate, and token validation. Along with setting up automated notifications for anomalies and reducing unplanned API outages by 35% and ensuring compliance with security policies.
- Increased developer productivity by 20%, by building Angular-based dashboards with RxJs operators and SCSS best practices to visualize Kafka pipeline metrics in real time.

Unity Technologies Austin, TX

AWS Cloud Engineer Intern, January 2022 - May 2022

- Supported AWS cloud team by deploying containerized apps to EKS dev clusters and automating infrastructure with Terraform, Bash, and Python - improving scalability and problem-solving for cloud-native solutions.
- Reduced average ticket response times by triaging issues, escalating with detailed diagnostics, and assisting L1/L2 support.
- Teamed up with developers and DBAs to fix environment failures, ensuring SLA compliance and clear communication of root cause