

# ZOELFAKAR (ZEZO) BESHIR

**Site Reliability Engineer | Multi-Cloud Architecture | Security & Automation**

**Email:** zoelfakarbeshir@gmail.com | **Clearance:** Public Trust (Active)

**Portfolio:** <https://ze3zo00.github.io/zb-resume>

## TECHNICAL EXPERTISE

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**Cloud Platforms:** AWS, GCP, Azure | Multi-Cloud Architecture | Hybrid Cloud | Azure Arc | Azure Landing Zones

**Virtual Desktop Infrastructure:** Azure Virtual Desktop (AVD), FSLogix, RemoteApp, Application Attach, Host Pools

**Zero Trust & Secure Access:** Zscaler (ZPA, ZIA, ZDX), Cloud Connector, Zscaler Client Connector (ZCC), ZTNA

**Infrastructure as Code:** Terraform, ARM Templates, CloudFormation

**Container Orchestration:** Kubernetes, Docker, Borg, ECS/EKS

**Security & Compliance:** Zero Trust Architecture, CIS, STIGs, ATO, FISMA, RMF, FedRAMP, NIST 800-53, Qualys, Microsoft Defender, Microsoft Intune, Azure Policy, Azure Sentinel, Azure Key Vault

**Identity & Access Management:** Entra ID, Privileged Identity Management (PIM), Access Packages, Conditional Access, Entra Connect Sync

**Image Management:** Azure Image Builder, Golden Image Pipelines

**Monitoring & Observability:** Azure Monitor, Azure Log Analytics, CloudWatch, Prometheus, Grafana, Datadog, ELK Stack, Zscaler Digital Experience (ZDX)

**CI/CD & DevOps:** GitLab CI/CD Pipelines, GitHub Actions

**AI & Machine Learning:** Azure OpenAI, LLM Integration, Microsoft Copilot, AI Model Evaluation

**Networking:** Azure VNet, NSG, ASG, Azure Firewall, VPC, Transit Gateway, ExpressRoute, Direct Connect, VPN, SD-WAN, Private Link, BGP

**Programming:** Python, Bash, PowerShell, Go, YAML

## PROFESSIONAL EXPERIENCE

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## Senior Azure Site Reliability Engineer (SRE)

Dec 2024 – Present

Federal Contractor | Fairfax, VA

Client: Department of the Treasury (TTB)

### Infrastructure & Automation:

- Design and implement Azure infrastructure using **Terraform** managing **150+ resources** across **8 production environments**, reducing configuration drift by **95%** and deployment errors by **80%**
- Orchestrate **workload and identity migration** to Azure using **Azure Migrate** and **Entra ID Connect Sync**, transitioning on-premises infrastructure to cloud with zero downtime while maintaining security compliance
- Architect hub-spoke network with **Azure VNet** peering, **NSGs**, **ASGs**, and **Azure Firewall** for micro-segmentation and centralized traffic filtering, enforcing least-privilege access and Zero Trust principles across **12 environments**
- Create and deploy golden images using **Azure Image Builder** with **blue/green deployment** from Azure Marketplace, reducing image deployment time by **70%** (from **4 hours to 1 hour**) and eliminating **90%** of manual configuration steps
- Implement **Microsoft Intune** for AVD endpoint management, automating **STIG compliance**, software deployment, **OS hardening**, and **update rings** for OS patching across session hosts, reducing manual configuration effort by **85%**

### Security & Vulnerability Management:

- Architect and deploy **Zscaler ZTNA** solution integrating **ZPA**, **ZIA**, **Cloud Connector**, and **ZCC** for **200+ AVD users**, leveraging **ZDX** for end-user experience monitoring that improved connection quality by **40%** and reduced support tickets by **50%**
- Implement **Microsoft Defender for Cloud** with **Azure Monitor** and **Log Analytics** for centralized logging and **observability**, establishing custom alert rules and automated incident response workflows using **Azure Policy** for compliance monitoring
- Design and enforce **Entra ID (Azure AD)** security framework with **Privileged Identity Management (PIM)**, **Access Packages**, and **Conditional Access** for just-in-time access and least-privilege control, integrating **Azure Key Vault** for secrets management
- Leverage **Qualys** to scan **200+ cloud assets** for vulnerabilities, achieving **98% remediation rate** for critical CVEs within **7-day SLA** and maintaining **zero critical findings** across **4 quarterly audits**

### Innovation & AI Strategy:

- Pioneer **LLM integration** with **Azure OpenAI** for internal workflows, identifying **35% cost savings** opportunity and reducing document processing time by **60%** across **5 workflows**
- Champion **Microsoft Copilot** adoption for **150 users**, designing security guardrails and deployment framework achieving **85% adoption rate** within **60 days** and **25% productivity improvement**

### Technical Leadership & DevOps:

- Lead and mentor team of **5 SREs**, establishing cloud security standards, **SLO/SLA frameworks**, and automation that eliminated **toil**, increased team velocity by **40%**, reduced incident response time by **50%**, and enabled **3 team members** to earn Azure certifications
- Develop and maintain **25+ GitLab CI/CD pipelines** for automated infrastructure deployment, testing, and security scanning, reducing deployment time from **4 hours to 20 minutes** and achieving **95% pipeline success rate** with automated rollback capabilities
- Architect **hybrid connectivity** with **ExpressRoute** and **Site-to-Site VPN** backup, configuring **BGP** for automatic failover, ensuring **99.99% availability** for **500+ users** with **zero outages** during critical periods
- Optimize Azure resource utilization through **Azure Cost Management**, rightsizing recommendations, and automated shutdown policies, reducing monthly cloud spend by **\$15K (22%)** while maintaining performance

SLAs and service reliability across 12 environments

## Senior Platform Engineer

Oct 2023 – Dec 2024

Federal Contractor | Fairfax, VA

Client: General Services Administration (Presidential Transition Project)

### Infrastructure Leadership:

- Lead design and deployment of multi-cloud infrastructure spanning AWS and Azure, managing 200+ resources across 12 environments with 99.95% uptime
- Architect air-gapped network following TIC 3.0 Zero Trust Architecture for 2024 election cycle, earning GSA Certificate of Appreciation and enabling secure onboarding of 150+ staff with zero security incidents
- Deploy and secure Azure Virtual Desktop (AVD) with FSLogix profile management, RemoteApp, and app attach, implementing pooled host pools and Conditional Access for secure remote access
- Create and deploy golden images using Azure Image Builder to standardize secure machine images, reducing deployment time by 65% and security vulnerabilities by 40%
- Pioneer Infrastructure as Code (IaC) framework using Terraform and ARM templates, developing 30+ reusable modules and policy-as-code guardrails adopted across 3 GSA projects, reducing environment provisioning from 2 weeks to 4 hours

### Security & Compliance:

- Architect and deploy Zscaler ZTNA integrating ZPA, ZIA, and Cloud Connector with ZCC for AVD, enhancing Zero Trust posture and enabling seamless connectivity to cloud resources
- Implement security monitoring with Microsoft Defender for Cloud, Azure Monitor, and Log Analytics, establishing centralized logging, threat detection, and automated alerting for incident response
- Lead implementation of NIST 800-53 controls and STIGs with CISA/ISSO, achieving ATO for 12 systems at FedRAMP Moderate and maintaining FISMA compliance through automated security baseline and risk management
- Establish cloud architecture review board and Zero Trust standards adopted across 3 GSA projects, reducing security remediation time by 50% and accelerating ATO approvals by 30 days

### Operational Excellence:

- Provide 24/7 on-call support and incident management for 8 teams managing 50+ workloads during presidential transition, achieving 99.8% uptime and resolving 200+ incidents with <15 min MTTR using runbooks and playbooks
- Architect and execute disaster recovery plans using Azure Site Recovery and Azure Backup, achieving RPO <5 min and RTO <15 min, recovering systems during 3 major incidents with zero data loss

## Site Reliability Engineer

Feb 2021 – Oct 2023

Google | Reston, VA

- Designed and implemented custom Borg auto-scaling algorithm using predictive ML models for 2,000+ production workloads, reducing resource waste by 35%, compute costs by \$1.2M annually, and maintaining 99.99% SLO compliance
- Led cross-functional incident response team of 12 SREs during P0/P1 outages affecting 500K+ customers, establishing post-mortem processes that reduced repeat incidents by 40%, improved MTTR from 45 to 18 minutes, and prevented \$2M in annual downtime costs
- Developed automation frameworks using Python and Go that eliminated 15 hours/week of toil per engineer across 8-person SRE team and mentored 5 junior SREs with all promoted to senior positions within 18 months

## Site Reliability Engineer

Jan 2019 – Feb 2021

Federal Contractor | Fairfax, VA

Client: Department of Veterans Affairs

- Redesigned SLA/SLO framework for VA cloud infrastructure serving **9M+ veterans**, introducing **12 new SLIs** that reduced unplanned downtime by **55% year-over-year** and enabled proactive incident detection for **100+ critical production issues**
- Conducted security assessments across **25+ AWS accounts**, identifying and remediating **200+ vulnerabilities (CVSS 7+)**, preventing **3 potential EDoS attacks**, and implementing cost optimization that saved **\$450K annually**
- Delivered cloud infrastructure training to **45 engineers** across **6 VA teams** and participated in daily leadership briefings, influencing **\$2M infrastructure modernization roadmap** adopted by **4 VA departments**

## Cloud Support Engineer

Nov 2015 – Jan 2019

Amazon Web Services (AWS) | Herndon, VA

- Led cloud migration of **30+ enterprise customers** to AWS managing **\$2M+ in infrastructure transitions** with **zero security incidents**, **100% SOC2/HIPAA compliance**, contributing to **23% YoY revenue growth** in **\$50M+ ARR** Enterprise segment
- Orchestrated infrastructure automation for **12 enterprise clients** using CloudFormation and Lambda, improving system uptime from **99.5% to 99.95%** and reducing deployment time by **80%** (from **6 hours to 45 minutes**)
- Served as SME for AWS networking (VPC, Transit Gateway, Direct Connect, VPN) and monitoring services, resolving **200+ complex escalations** and contributing to **15+ AWS documentation improvements** adopted into official guidance

## CERTIFICATIONS

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**AWS:** Cloud Practitioner | Solutions Architect Associate | Advanced Networking | Security Specialty

**GCP:** Professional Workspace Administrator

**Azure:** AZ-900, AZ-104 | AZ-305 - *In Progress*

**Microsoft AI:** AI-900 (Azure AI Fundamentals) | AI-102 (Azure AI Engineer Associate)

**CompTIA:** A+, Network+, Security+

**Cisco:** CCENT, CCNA R&S

**HashiCorp:** Terraform Associate

**CNCF:** CKA (Certified Kubernetes Administrator)

## EDUCATION

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**George Mason University** | Fairfax, VA

Bachelor of Science, Information Technology | GPA: 3.80

**Northern Virginia Community College** | Annandale, VA

Associate of Science, Information Technology | GPA: 3.75