

PROFESSIONAL SUMMARY

Platform Engineer with extensive experience operating distributed systems across cloud-native and air-gapped production environments. Hands-on experience integrating on-prem and cloud-based fintech platforms, telecom backbones and data pipelines, and hyperscaler cloud infrastructure – with deep expertise in Kubernetes, Linux, and the full observability stack. Comfortable owning infrastructure end-to-end, from architectural design through day-2 operations, in lean, high-accountability environments.

TRAININGS / CERTIFICATIONS

- Certified Kubernetes Administrator (CKA)
- Linux Foundation Certified Systems Administrator (LFCS)
- Linux Foundation – Cloud Engineer Training Program

SKILLS

- **Programming & Scripting:** Python (strong), Bash (strong), Go (beginner), SQL (intermediate).
- **Cloud Platforms:** AWS (EKS, EC2), GCP (GKE), Hetzner, DigitalOcean.
- **Container & Orchestration:** Docker, Docker Swarm, Kubernetes (CKA certified), AWS EKS, GCP GKE.
- **Automation, IaC & CI/CD:** Terraform, Ansible, Jenkins, GitHub Actions, Argo CD, GitLab CI.
- **Data & Pipeline Tools:** Apache NiFi, Apache Airflow, ClickHouse, n8n.
- **Monitoring & Observability:** Prometheus, Grafana, OpenTelemetry, ELK stack, cAdvisor.
- **Security & Networking:** Linux server hardening, firewall management, VPN integration, TLS termination, F5 LTM, access controls.
- **Systems:** Linux systems administration, incident management, root cause analysis (RCA), performance troubleshooting.
- **Customer, Product & Consulting:** Premium customer support, cross-functional collaboration, technical consulting, product feedback.

WORK EXPERIENCE

DIGITATA NETWORKS

SENIOR INFRASTRUCTURE ENGINEER (DEVOPS / SRE)

Pakistan (Remote)
(May 2025 - Present)

- Design, deploy, and operate a multi-node Docker Swarm platform hosting web applications, MinIO S3 buckets, and Airflow workloads for production customer deployments – owning end-to-end platform reliability from initial build through day-2 operations.
- Define and maintain infrastructure standards, deployment procedures, and operational runbooks that serve as the team's reference for all platform changes – including customer-facing documentation for operational handoff.
- Build and manage data pipelines using Apache NiFi and Airflow for telecom datasets, and leverage n8n for internal workflow and task automation – focusing on reliability and performance, and safe configuration changes.
- Build and maintain a full observability stack: Prometheus and cAdvisor for metrics, OpenTelemetry collectors feeding structured logs into ClickHouse, Grafana dashboards for real-time visibility, and synthetic health checks with alerting into Teams and Slack for L1 issue notification.
- Responsible for platform security across customer-facing Linux infrastructure: design and continuously improve firewall rulesets, VPN integration, TLS termination, and access controls – iteratively tightening hardening as new attack surfaces are identified.
- Scope infrastructure requirements for new customer deployments – defining access controls, storage mount points, and server configurations.

- Maintain infrastructure-as-code in version control using Ansible and GitLab CI – automating provisioning, preventing configuration drift, and ensuring fully reproducible environments.
- Contributed to Kubernetes migration planning and architecture discussions as the organization evaluated moving production workloads from Docker Swarm.

DIGITALOCEAN

CUSTOMER CLOUD ENGINEER – PREMIUM COHORT

Pakistan (Remote)
(Mar 2024 – May 2025)

- Served as a technical contact for top-revenue customers across all DigitalOcean products – Kubernetes, networking, and object storage – via Slack and Salesforce, consistently meeting 20-minute SLA targets and maintaining a 4.5/5 CSAT score.
- Acted as subject-matter expert across the DigitalOcean product surface, contributing to daily scrums and bi-weekly product discussions with engineers and PMs.
- Led the customer-facing operational component of a legacy product sunset, coordinating migration guidance and proactive communication that measurably reduced complaint volume during the transition period.
- Built and maintained a library of playbooks, MOPs, and troubleshooting runbooks that became team-wide references.
- Supported customers migrating from competing cloud providers, acting as technical advisor – diagnosing configuration gaps, validating networking and Kubernetes setups, and ensuring production stability post-migration.
- Tasked with analyzing and reporting on database usage trends to identify problem areas for customers. Responsible for presenting churn reasons and recommending strategies to improve usage and customer retention.
- Acted as the first line of support for customers migrating from other cloud providers, providing guidance, troubleshooting, and ensuring a smooth transition to DigitalOcean.

MODIRUM (NOW ENTERSEKT)

TECHNICAL CONSULTING ENGINEER

Pakistan (Remote)
(Dec 2022 – Mar 2024)

- Resolved day-to-day customer issues within all domains of 3-D Secure Products (ACS, 3DSS, MPI, 3DS-SDK, and DS).
- Worked closely with internal teams to evaluate, test, and suggest corrections for clients' requests in line with PSD2 guidelines. Tasks include but are not limited to transaction log analysis, SQL database querying, Azure environment monitoring.
- Performed and Integrated the FreeBSD environment to in house monitoring infrastructure utilizing Prometheus and Grafana.
- Worked with payment processors, issuers, and payment systems across the globe to implement 3D secure components for both on-prem and SaaS distributions.

ERICSSON

DEVOPS ENGINEER

Islamabad, Pakistan (Hybrid)
(Apr 2022 – Dec 2022)

- Operated and maintained the Ericsson Wallet Platform – a financial-grade mobile money system running on Kubernetes in a fully air-gapped production environment with no external internet dependencies, meeting a 95% uptime SLA.
- Managed the full observability stack (Prometheus, ELK, Grafana, and in-house tooling) in the air-gapped environment – ensuring issue detection within 15 minutes using internally mirrored tooling and offline-capable runbooks.
- Integrated new third-party nodes at network and application layers including SIEM solutions and payment gateways; conducted UATs and SITs with customers to validate new features before production promotion.
- Performed Linux system administration and back-office support in an offline environment, managing infrastructure O&M on Tanzu Kubernetes Grid (later migrated to HPE Ezmeral) with no assumption of external package or image availability.

ERICSSON
SYSTEMS ENGINEER II

Islamabad, Pakistan (Hybrid)
(Jan 2021 - Mar 2022)

- Monitored nodes and services and configured alerts to enable timely fault detection and response across the Ericsson Wallet Platform.
- Worked with customer stakeholders to incorporate business and governance requirements into platform operations and changes.
- Performed Linux system administration and back-office support for LI teams, including infrastructure O&M on VMware vCenter, BOSH, Tanzu Kubernetes Grid, and HPE 3PAR/SSMC.
- Investigated and resolved application- and system-level issues raised internally or by the customer, ensuring in-time solutions and minimizing impact.
- Developed robotic process automation and health-check scripts using Python and Bash, and managed system security using F5 BIG-IP LTM/ASM and Tripwire Enterprise FIM.

NAYATEL
IP CORE AND SYSTEMS ENGINEER

Islamabad, Pakistan (On-site)
(Nov 2019 - Dec 2020)

- Troubleshooting of PPPoE and IPoE links, Email, Domain Hosting and Web Hosting services.
- Identification and escalation of large scale network issues.
- Performed CPE router configurations. Generation, coordination, and reporting of Trouble Tickets as per company SOPs.

EDUCATION

COMSATS UNIVERSITY

Bachelor of Science in Electrical (Computer) Engineering

(Aug 2015 - Sep 2019)