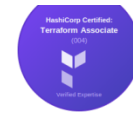


Syed Nusrathi



Sr. DevOps Engineer / Sr. Cloud Engineer

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PROFESSIONAL SUMMARY

- Senior Cloud, DevOps, and AI Platform Engineer with 7+ years of experience designing, automating, securing, deploying, and supporting enterprise cloud infrastructure and cloud-native applications across AWS, Microsoft Azure, and GCP.
- Strong expertise in Infrastructure as Code using Terraform, AWS CloudFormation, and Ansible to provision reusable, scalable, secure, and consistent environments across development, testing, staging, and production.
- Hands-on experience designing and managing containerized application platforms using Docker, Kubernetes, OpenShift, Helm, and ArgoCD, including deployments, scaling, configuration management, service exposure, health checks, and rollback strategies.
- Proven experience building and optimizing end-to-end CI/CD and GitOps pipelines using Jenkins, GitHub Actions, Azure DevOps, Harness, GitLab CI/CD, and ArgoCD, with automated testing, security scanning, artifact management, approvals, and environment promotion.
- Experienced in implementing DevSecOps and cloud security controls, including IAM, RBAC, OAuth 2.0, OpenID Connect, secrets management, encryption, vulnerability scanning, private networking, security hardening, and policy-based access control.
- Skilled in implementing enterprise monitoring, logging, tracing, and observability solutions using Prometheus, Grafana, Datadog, Splunk, ELK Stack, OpenTelemetry, AWS CloudWatch, and Azure Monitor to improve system reliability and accelerate incident resolution.
- Strong experience automating infrastructure provisioning, application deployment, patching, configuration management, operational workflows, and troubleshooting activities using Python, Bash, Shell, PowerShell, and Groovy.
- Experienced in cloud modernization and migration initiatives, including containerizing legacy applications, provisioning cloud resources, configuring networking and security, and deploying highly available workloads across cloud and Kubernetes environments.
- Recent hands-on experience supporting AI/ML and Generative AI platforms by provisioning cloud infrastructure, containerizing AI services, automating deployments, integrating secure APIs, managing secrets, and implementing observability for AI-enabled workloads.
- Familiar with cloud-native AI architecture concepts including Generative AI, large language models, Retrieval-Augmented Generation, vector databases, prompt engineering, AI guardrails, model serving, and MLOps deployment workflows.
- Experienced in supporting managed databases, messaging, and caching technologies including Azure SQL, Cosmos DB, Amazon RDS, PostgreSQL, MySQL, Kafka, and Redis within secure and highly available cloud environments.
- Strong background in Linux administration, production support, cloud troubleshooting, performance optimization, patch management, release engineering, incident resolution, and collaboration with application, security, database, network, and platform engineering teams.
- Proven ability to establish cloud automation standards, reusable deployment patterns, technical documentation, operational procedures, and platform engineering best practices that improve deployment consistency, reliability, security, and engineering productivity.

Manulife, Boston, MA

Jan 2025 – Present

Senior DevOps Cloud Engineer

- Design, provision, and manage secure enterprise cloud infrastructure across AWS and Microsoft Azure using Terraform, CloudFormation, and Ansible to support highly available application and database environments.
- Develop reusable Terraform modules for networking, compute, storage, load balancing, managed databases, monitoring, identity, and security resources across development, testing, staging, and production environments.
- Implement Terraform remote-state management, state locking, reusable modules, variable definitions, environment-specific configuration files, and controlled infrastructure-deployment practices.
- Provision and manage AWS services including EC2, VPC, subnets, route tables, security groups, Application Load Balancers, Auto Scaling, RDS, S3, IAM, CloudWatch, Systems Manager, and Secrets Manager.

- Automate Azure infrastructure provisioning for Virtual Networks, virtual machines, Azure SQL Database, Managed Instances, Cosmos DB, private endpoints, network security groups, Key Vault, managed identities, and Azure Monitor.
- Develop Ansible playbooks and Python, Bash, PowerShell, and Groovy scripts to automate infrastructure provisioning, configuration management, patching, deployment validation, and recurring operational activities.
- Build and optimize end-to-end CI/CD pipelines using Jenkins, GitHub Actions, Azure DevOps, and Harness to automate application builds, testing, security scanning, artifact promotion, approvals, and environment deployments.
- Integrate SonarQube, vulnerability scanners, Nexus, Artifactory, automated quality gates, and policy validations into CI/CD workflows to strengthen DevSecOps and software-delivery governance.
- Implement GitOps-based continuous delivery using ArgoCD, Kubernetes, OpenShift, Helm, and Git-managed configuration repositories to maintain consistent and traceable application deployments.
- Manage Kubernetes and OpenShift workloads, including deployments, services, ingress, ConfigMaps, secrets, namespaces, resource limits, health probes, autoscaling, rolling updates, and rollback procedures.
- Create and maintain reusable Helm charts and environment-specific values files to standardize application packaging, configuration, versioning, and deployment across Kubernetes environments.
- Automate provisioning and configuration of Azure SQL Database, Azure Managed Instance, and Cosmos DB while collaborating with database SMEs to establish secure, reusable, and compliant database-automation standards.
- Administer and support Linux-based application and database environments, including RHEL system configuration, service management, access controls, performance analysis, and production troubleshooting.
- Automate RHEL and AWS EC2 patching using Ansible and AWS Systems Manager Patch Manager, supporting controlled maintenance schedules, compliance reporting, validation, and post-patch troubleshooting.
- Implement centralized monitoring, logging, distributed tracing, and alerting using Prometheus, Grafana, Datadog, Splunk, OpenTelemetry, AWS CloudWatch, and Azure Monitor.
- Develop dashboards, alerts, and operational metrics for infrastructure utilization, application availability, API latency, error rates, container health, database connectivity, deployment status, and service performance.
- Strengthen cloud and application security through IAM, RBAC, managed identities, private networking, encryption, secrets management, vulnerability scanning, OAuth 2.0, OpenID Connect, and operating-system hardening.
- Provision scalable cloud and Kubernetes infrastructure for containerized AI and Generative AI services, including secure networking, secrets management, load balancing, autoscaling, automated delivery, and observability.
- Support deployment of Python-based AI and Retrieval-Augmented Generation services by integrating Docker, Kubernetes, Helm, Terraform, API authentication, vector-database connectivity, and CI/CD automation.
- Troubleshoot production incidents involving cloud infrastructure, application deployments, Kubernetes workloads, networking, authentication, database connectivity, resource constraints, and performance degradation.
- Participate in root-cause analysis and post-incident reviews, document corrective actions, and implement automation and monitoring improvements to prevent recurring operational issues.
- Collaborate with application, database, security, networking, architecture, and platform-engineering teams to establish cloud standards, deployment patterns, disaster-recovery considerations, and production-readiness requirements.

Smart Pay, Cincinnati, OH

Jan 2024 – Dec 2024

DevOps Cloud Engineer

- Designed and automated secure cloud infrastructure across AWS and Microsoft Azure using Terraform and Ansible to support payment-processing applications and distributed platform services.
- Developed reusable Infrastructure as Code modules for virtual networks, subnets, security groups, compute resources, storage, load balancers, managed databases, monitoring, and identity configurations.
- Implemented remote-state management, reusable variables, environment-specific configurations, and infrastructure-validation practices to improve consistency across development, QA, staging, and production.
- Supported cloud-modernization and application-migration initiatives by evaluating application dependencies, containerizing services, and deploying workloads across cloud and Kubernetes platforms.

- Built and maintained CI/CD pipelines using Jenkins, Azure DevOps, GitHub, SonarQube, Nexus, Artifactory, and Harness to automate build, testing, scanning, artifact promotion, approvals, and deployment.
- Implemented GitOps-based continuous delivery using ArgoCD and Git-managed configuration repositories, improving deployment consistency, traceability, and environment synchronization.
- Containerized applications using Docker and deployed them through Kubernetes, OpenShift, and Helm while managing services, ingress, ConfigMaps, secrets, health checks, scaling, and rollback procedures.
- Created reusable Helm charts and automated release workflows to standardize application configuration, deployment, versioning, and rollback across multiple Kubernetes environments.
- Supported rolling, blue-green, and controlled deployment strategies to minimize service disruption, reduce deployment risk, and provide reliable rollback capabilities.
- Designed highly available application environments using cloud load balancers, health checks, multi-zone deployments, autoscaling policies, and resilient networking configurations.
- Automated Azure SQL Database, Azure Managed Instance, and Cosmos DB provisioning using Terraform and Ansible while collaborating with database teams to define reusable deployment patterns.
- Integrated Kafka to support event-driven communication, asynchronous processing, and reliable message exchange between distributed application services.
- Implemented Redis caching to improve application responsiveness, reduce repeated database access, and support scalable payment-related services.
- Configured Azure Virtual Networks, subnets, network security groups, private endpoints, Key Vault, managed identities, role-based access controls, and secure service connectivity.
- Applied IAM, RBAC, OAuth 2.0, OpenID Connect, secrets management, encryption, vulnerability scanning, and security-hardening practices to protect financial applications and cloud resources.
- Managed application secrets and environment-specific configuration through Key Vault, parameter stores, Kubernetes Secrets, and CI/CD secret-management capabilities.
- Automated RHEL and AWS EC2 patching using Ansible and AWS Systems Manager Patch Manager, supporting maintenance consistency, compliance validation, and reduced manual effort.
- Implemented centralized monitoring and logging using Prometheus, Grafana, Datadog, Azure Monitor, Splunk, and ELK Stack to support alerting, performance analysis, and incident investigation.
- Created monitoring dashboards and alerts for infrastructure utilization, application availability, API latency, payment-service errors, Kafka processing, Redis performance, container health, and database connectivity.
- Developed Python, PowerShell, Bash, and Ansible automation for infrastructure provisioning, deployment validation, configuration updates, system maintenance, and operational reporting.
- Managed application artifacts and container images through Nexus, Artifactory, and container registries, enforcing versioning, promotion, retention, and rollback standards.
- Implemented automated infrastructure and application validation checks within deployment pipelines to identify configuration issues, unavailable dependencies, and environment inconsistencies before release.
- Supported backup, recovery, and business-continuity procedures for cloud resources and managed databases, including restoration validation and operational documentation.
- Supported cloud and Kubernetes infrastructure for AI-enabled payment and transaction services through secure API connectivity, automated deployment pipelines, secrets management, autoscaling, and observability.
- Troubleshoot production issues involving Kubernetes workloads, cloud networking, application connectivity, database performance, Kafka messaging, Redis caching, authentication, and resource constraints.
- Participated in incident response, root-cause analysis, and post-incident reviews, implementing corrective actions and automation to reduce recurring failures.
- Coordinated release schedules, change approvals, deployment validation, and rollback planning with development, QA, database, security, architecture, and business teams.

Airan

Sep 2020 – Oct 2022

DevOps Cloud Engineer

- Automated AWS and Microsoft Azure infrastructure provisioning using Terraform, CloudFormation, Ansible, Python, and Shell scripting across development, testing, staging, and production environments.
- Developed reusable Terraform configurations and Ansible playbooks for compute, networking, storage, access controls, server configuration, application deployment, and environment setup.
- Applied Infrastructure as Code and configuration-management practices to maintain environment consistency, reduce configuration drift, and support repeatable infrastructure deployments.
- Built and maintained CI/CD pipelines using Jenkins, Git, Maven, SonarQube, Nexus, and artifact repositories to automate code integration, compilation, testing, packaging, quality validation, and deployment.

- Implemented Git branching, pull-request, code-review, tagging, and release-management practices to support coordinated application development and deployment.
- Integrated application builds with Nexus and Artifactory to manage versioned dependencies, release packages, artifact promotion, retention, and environment deployments.
- Containerized Java and Spring Boot applications using Docker and deployed them to Kubernetes using Helm-based release workflows.
- Managed Kubernetes application resources including deployments, services, ingress, ConfigMaps, secrets, namespaces, health probes, resource limits, scaling, rolling updates, and rollback operations.
- Supported rolling and blue-green deployment approaches for containerized applications, including release validation, health checks, post-deployment monitoring, and rollback execution.
- Supported the migration of on-premises applications to Microsoft Azure, including virtual machines, virtual networks, storage, identity, access controls, network security, and high-availability configurations.
- Configured cloud load balancing, DNS, routing, firewall rules, and application-server connectivity to support secure and highly available application environments.
- Developed Ansible playbooks and Python and Shell scripts for Linux provisioning, Tomcat configuration, application deployment, patching, service management, environment validation, and recurring maintenance.
- Automated Linux package updates, system patching, service restarts, configuration validation, log rotation, and compliance-related checks using Ansible and Shell scripting.
- Supported deployment and operation of Spring Boot microservices, REST APIs, Hibernate-based services, and Kafka-integrated applications across cloud and Kubernetes environments.
- Configured secure application connectivity and credential handling through environment variables, Kubernetes Secrets, encrypted credentials, and controlled access-management practices.
- Implemented infrastructure and application monitoring using Prometheus, Grafana, Splunk, New Relic, Datadog, and ELK Stack.
- Created dashboards and alerting rules for application availability, infrastructure utilization, API response time, error rates, JVM performance, container health, and service connectivity.
- Assisted with backup, recovery, and environment-restoration procedures for cloud resources, application configuration, deployment artifacts, and supporting databases.
- Investigated CI/CD failures, dependency conflicts, container-image issues, Kubernetes scheduling problems, resource constraints, and application-connectivity failures.
- Managed Linux-based application environments and resolved issues related to builds, deployments, network connectivity, service availability, application logs, and system performance.
- Participated in production-support rotations, incident resolution, root-cause analysis, and documentation of remediation and preventive actions.
- Collaborated with development, QA, infrastructure, and operations teams to coordinate releases, investigate failures, perform post-deployment validation, and maintain technical documentation.

Alpha Logic Techsys

Jun 2018 – Aug 2020

Build and Release Engineer

- Maintained Jenkins-based CI/CD pipelines for Java applications using Git, Maven, Nexus, and automated deployment scripts across development, QA, staging, and production environments.
- Supported source-code integration, build execution, artifact generation, versioning, release packaging, deployment scheduling, rollback preparation, and build-failure troubleshooting.
- Managed build schedules, release calendars, deployment checklists, and environment-readiness activities to support coordinated application releases.
- Maintained Git branches, tags, merges, and release baselines to ensure traceability between source code, build artifacts, and deployed application versions.
- Supported Nexus artifact repositories by uploading, versioning, promoting, retaining, and retrieving application packages used across release environments.
- Administered Linux environments across RHEL, CentOS, and Ubuntu, including user management, file permissions, package installation, service configuration, patching, and troubleshooting.
- Developed Bash, Python, and Shell scripts to automate build execution, deployment, log analysis, system administration, monitoring, and environment-validation activities.
- Assisted with AWS infrastructure provisioning using CloudFormation, Terraform, and Ansible under established architecture, security, and operational standards.
- Used Ansible, Chef, and Puppet to support automated system configuration, application deployment, environment consistency, and configuration-drift management.
- Supported Docker-based application deployments by maintaining Docker files, building container images, managing container configurations, and troubleshooting container and networking issues.

- Assisted with Tomcat, Apache, and Nginx configuration, application deployment, service startup and shutdown, log review, SSL configuration, and basic performance troubleshooting.
- Configured monitoring and alerting using Prometheus, Grafana, AppDynamics, and centralized logging tools to support application-health visibility and incident investigation.
- Monitored Jenkins jobs, Linux servers, application services, CPU, memory, disk utilization, and log files, escalating failures and applying documented recovery procedures.
- Supported scheduled production releases by performing pre-deployment backups, environment verification, deployment execution, smoke testing, and rollback preparation.
- Executed database-deployment scripts and coordinated application-configuration changes with development and database teams during scheduled releases.
- Assisted with access-management activities involving Linux user accounts, file permissions, SSH keys, service accounts, IAM policies, and role-based access.
- Investigated failed builds, missing dependencies, incorrect environment variables, permission issues, unavailable services, and application-startup failures.
- Collaborated with development and QA teams to resolve compilation errors, dependency conflicts, configuration defects, deployment failures, and environment-related application issues.
- Participated in change-management and release-readiness meetings, providing build status, deployment risks, rollback requirements, and post-release validation updates.
- Maintained release documentation, deployment procedures, rollback instructions, build records, environment dependencies, known issues, and operational troubleshooting guides.

Education

- Master in Computer Science in Cloud Computing, Lewis University, Chicago, IL, USA