Niyazuddin Shaik

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PROFESSIONAL SUMMARY

Senior Cloud Operations Engineer and Site Reliability Engineer (SRE) with 7+ years of experience architecting, automating, and operating enterprise-scale cloud infrastructure on Amazon Web Services (AWS), Kubernetes (K8s), and multi-cloud environments. Deep expertise in Infrastructure as Code (IaC) using Terraform and Ansible, CI/CD pipeline engineering with GitHub Actions and ArgoCD, observability with Datadog and Prometheus, and enterprise cloud security aligned to SOC 2 Type II and ISO 27001. Demonstrated record of eliminating operational toil through automation, defining SLOs/SLIs/error budgets, driving FinOps cost optimization, and leading incident response across distributed systems serving millions of users. Certified AWS Cloud Practitioner with an M.S. in Computer and Information Sciences.

TECHNICAL SKILLS

Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), Multi-Cloud Architecture, Hybrid Cloud **AWS Core Services:** EC2, EKS, ECS, Lambda, S3, RDS, Aurora, VPC, IAM, CloudFormation, AWS Config, Route 53, CloudFront, Transit Gateway, Control Tower, AWS Organizations

Azure Core Services: Virtual Machines (VMs), Resource Groups, Subscriptions, Azure Policy, Azure Functions, Azure Event Hub, Blob Storage, Azure Cognitive Search, Azure Monitor, Log Analytics, Microsoft Entra ID (Azure AD), Virtual Network (VNet), Network Security Groups (NSG), Azure Kubernetes Service (AKS)

Infrastructure as Code (IaC): Terraform, Ansible, AWS CloudFormation, Packer, Pulumi, Helm, Kustomize

Containers & Orchestration: Kubernetes (K8s), Docker, Amazon EKS, Amazon ECS, Azure Kubernetes Service (AKS), Helm, ArgoCD, Istio, Containerd, Podman

CI/CD & GitOps: GitHub Actions, Jenkins, GitLab CI/CD, ArgoCD, CircleCI, Spinnaker, Tekton, Flux CD, Trunk-based Development

Observability & Monitoring: Datadog, Prometheus, Grafana, AWS CloudWatch, Azure Monitor, Log Analytics, ELK Stack, Splunk, Jaeger, OpenTelemetry, PagerDuty, VictorOps, New Relic

Site Reliability Engineering (SRE): SLO/SLI/SLA Definition, Error Budget Management, Chaos Engineering, Blameless Postmortems, DORA Metrics, MTTD/MTTR Reduction, Capacity Planning, Toil Reduction, Production Readiness Reviews

Security & Compliance: AWS IAM, Microsoft Entra ID (Azure AD), Service Control Policies (SCPs), Network Security Groups (NSG), AWS Security Hub, AWS GuardDuty, SIEM, CIS Benchmarks, SOC 2 Type II, ISO 27001, NIST, Zero Trust, VPC Flow Logs, Secrets Manager, HashiCorp Vault

FinOps & Cost Optimization: AWS Cost Explorer, AWS Compute Optimizer, Reserved Instances, Spot Instances, Rightsizing, Tagging Governance, FinOps Framework

Networking: TCP/IP, DNS, Load Balancing (ALB/NLB), AWS VPC, Azure Virtual Network (VNet), VPN, Transit Gateway, Nginx, HAProxy, Service Mesh, BGP

Scripting & Programming: Python, Bash/Shell, Go (basic), YAML, HCL (Terraform), JSON, SQL

Platforms & Methodologies: Linux (RHEL/Ubuntu/CentOS), Agile/Scrum, GitOps, DevSecOps, AIOps, Jira, Confluence, On-Call Management, Disaster Recovery (RTO/RPO), BCP/DR Planning

PROFESSIONAL EXPERIENCE

PowerSchool Group LLC — **Maryland, USA**

Senior Cloud Operations Engineer — **Nov 2024 - Jun 2026**

- Architected multi-region AWS infrastructure using Terraform modules and AWS Control Tower landing zones, reducing environment provisioning time from 3 days to under 4 hours and eliminating 22 hours of manual configuration toil per sprint cycle across 14 production accounts.
- Engineered Kubernetes (K8s) cluster autoscaling and pod disruption budgets on Amazon EKS, sustaining 99.97% uptime for 4.5 million active student users during peak district enrollment windows with zero unplanned downtime in 6 consecutive months.
- Automated end-to-end CI/CD pipelines via GitHub Actions and ArgoCD implementing GitOps deployment workflows, compressing application deployment lead time from 6 hours to 18 minutes and enabling 12 daily production releases — improving DORA deployment frequency from weekly to multiple-times-per-day.
- Deployed Datadog APM, distributed tracing, and OpenTelemetry-based observability dashboards across 35 microservices; established SLOs/SLIs and error budgets per service, compressing MTTD from 47 minutes to under 6 minutes and MTTR by 3.1 hours per P1/P2 incident.

- Hardened AWS IAM policies and enforced least-privilege access across all accounts using AWS Organizations, Service Control Policies (SCPs), and AWS Security Hub DevSecOps guardrails, remediating 38 high-severity misconfigurations surfaced in a third-party audit.
- Migrated 6 stateful legacy workloads from on-premises VMs to containerized deployments on Amazon ECS, reclaiming 320 compute-hours monthly and delivering FinOps savings of $140,000 per year through rightsizing, Reserved Instances, and Spot Instance adoption.
- Designed a chaos engineering program using fault injection testing to validate disaster recovery (RTO/RPO) targets, authored 40+ runbooks integrated with PagerDuty, and conducted blameless postmortems that reduced repeat incidents by 4 per quarter.

Keeno Technologies **India**

Senior Security Analyst | Cloud Infrastructure & Security Operations **Jan 2019 – Jan 2022**

- Spearheaded deployment of a cloud-native SIEM platform (Splunk) correlating 2.8 billion security events daily across hybrid AWS and Azure environments, enabling real-time threat detection and automated alerting for 11 enterprise clients.
- Developed 60+ Ansible playbooks for automated security patching, CIS Benchmark enforcement, and configuration management across 900 Linux and Windows servers, reducing manual remediation effort by 18 engineering hours per week.
- Conducted cloud security posture assessments (CSPM) against SOC 2 Type II and ISO 27001 control frameworks; produced remediation roadmaps adopted by clients representing $4.2 million in combined annual contract value.
- Established AWS VPC security group governance standards and AWS Config rules with auto-remediation Lambda functions, proactively detecting and resolving 120 non-compliant resource configurations per quarter without manual intervention.
- Coordinated cross-functional incident response for 3 critical data-exfiltration attempts using structured runbook playbooks and NIST IR frameworks, containing each breach within a 2-hour SLA and preventing estimated losses of $1.8 million per incident.
- Instituted network traffic analysis using AWS VPC Flow Logs and Suricata IDS, identifying and neutralizing 14 lateral-movement attack vectors over 18 months while operating Zero Trust network segmentation policies.

Beyond Key Solutions **India**

Cloud Support Engineer **Apr 2016 – Feb 2018**

- Provisioned and maintained Azure cloud environments — Virtual Machines (VMs), Blob Storage, Virtual Network (VNet) — for 18 SMB clients, sustaining 99.9% monthly uptime across all managed workloads through proactive capacity planning and Azure Monitor alert-driven alerting.
- Structured Azure Subscriptions and Resource Groups aligned to client business units, and enforced governance standards using Azure Policy, collapsing new-account setup time from 8 hours to 45 minutes per client onboarding engagement.
- Delivered resolution for 400+ Azure cloud operations support tickets monthly, achieving a 97-point CSAT score and ranking top3 out of 22 engineers; escalated P1 outages within 15-minute SLA windows with zero breach in 12 months.
- Administered Microsoft Entra ID (Azure AD), configuring role-based access control (RBAC), conditional access policies, and Network Security Groups (NSG) across client subscriptions, strengthening perimeter security posture and reducing unauthorized access attempts.
- Deployed Azure Functions for event-driven automation and Azure Event Hub for real-time telemetry ingestion, streamlining operational workflows and reducing manual intervention across recurring maintenance tasks.
- Implemented Azure Blob Storage lifecycle management policies and tiering strategies across the client portfolio, reducing objectstorage costs by $28,000 annually through systematic FinOps cost governance.
- Configured Azure Monitor, Log Analytics workspaces, and alert rules covering 140 production instances, enabling data-driven capacity planning that prevented 3 projected service-degradation events per quarter.
- Supported early-stage containerized workload migrations onto Azure Kubernetes Service (AKS), and leveraged Azure Cognitive Search to enable indexed search capabilities for client-facing internal tooling.

EDUCATION

Wilmington University **Delaware, USA**

Master of Science (M.S.), Computer and Information Sciences **Jan 2023 – Feb 2024**

CERTIFICATIONS

AWS Certified Cloud Practitioner | Amazon Web Services (AWS)