

ZAEEM MAZHAR

DevOps Engineer | Site Reliability Engineer | Systems Engineer

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Open to international relocations also

SUMMARY

DevOps and Site Reliability Engineer with 7+ years running mission-critical, multi-country software infrastructure for telecom and fintech transaction platforms to contracted 99.98% uptime SLAs. Leads a team of engineers delivering GitOps CI/CD with ArgoCD on Linux and Kubernetes, zero-downtime releases and full-stack observability.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate • Amazon Web Services

Certified Kubernetes Administrator (CKA) • Linux Foundation, September 2026 (scheduled)

TECHNICAL SKILLS

Containers & Orchestration Kubernetes (multi-master, self-managed), Docker, Helm, container registries, automated failover

CI/CD & GitOps ArgoCD, GitHub Actions, GitLab CI/CD, Azure DevOps, Git, air-gapped release pipelines, automated rollback

Infrastructure as Code Terraform, Ansible, Bash scripting, configuration management, remote state management

Observability & Reliability Prometheus, Grafana, Nagios, Elasticsearch / ELK, SLIs & SLOs, alerting, incident response, root cause analysis

Systems & Networking Linux administration (RHEL, CentOS, Ubuntu), KVM, HAProxy, Nginx, TCP/IP, Wireshark, live OS upgrades

Databases MariaDB / MySQL, Galera multi-master replication, MaxScale, SQL optimisation, automated backup and restore

Cloud AWS (EC2, VPC, S3, IAM, RDS, EKS, Lambda, CloudWatch), Azure DevOps

Engineering & AI-Assisted Development TypeScript / Node.js, React, microservices architecture, AI-assisted development (Claude Code), LLM-driven automation, prompt engineering

PROFESSIONAL EXPERIENCE

Seamless Distribution Systems AB, Sweden

Systems Engineer & DevOps Consultant

Pakistan — remote from Malaysia

Apr 2022 – Present

Progressed from Systems Engineer to Technical Team Lead to current role.

- **Met the contracted 99.9% uptime SLA across four production telecom and fintech transaction platforms in four countries** by building multi-master Kubernetes clusters with automated failover, while leading and mentoring a team of four engineers.
- **Cut release lead time from a four-hour manual change window to under five minutes** by implementing GitOps CI/CD with ArgoCD and GitHub, making every Kubernetes release declarative, traceable and reversible by a single commit.
- **Enabled automated releases at internet-isolated customer sites** by designing an air-gapped delivery pipeline on GitLab CI and a private Docker registry that met strict customer data-protection requirements.
- **Shifted ~65% of incidents from customer-reported to alert-driven detection** by building end-to-end observability on Prometheus, Grafana, Nagios and Elasticsearch, with custom dashboards for infrastructure, application and database health.
- **Achieved zero data loss during node failure** by administering MariaDB Galera clusters with MaxScale for multi-master replication and read/write splitting.

- **Delivered near-zero-downtime production changes, including live OS upgrades**, by executing change requests behind HAProxy traffic draining and automating configuration management with Ansible and Bash.
- **Met contractual SLAs ahead of every release** by running Gatling load tests against staging and tuning system throughput to remove bottlenecks.

Nayatel (Pvt) Ltd

Islamabad, Pakistan

Senior Network Engineer

Jul 2019 – Apr 2022

Progressed from Network Support Engineer to Operations Engineer to Network Engineer to current role.

- **Reduced interconnect cost by 57%** by renegotiating SS7 and data interconnect with PTCL and introducing a pay-as-you-grow commercial model.
- **Sustained 100% availability on Nayatel's call centre platform** by designing a disaster recovery site with automatic SIP trunk failover as its primary owner.
- **Launched voice services in three new cities** by leading design through production cutover in Gujranwala, Multan and Sargodha, while supervising and training a team of four engineers.
- **Eliminated recurring manual maintenance effort** by automating health checks, reporting and routine operations with Bash and cron across Linux VoIP infrastructure (Asterisk, VICIdial, FreePBX).

PROJECTS

Cloud & Infrastructure

- **Multi-AZ AWS platform in Terraform** — VPC, ALB, auto-scaling group and RDS MySQL provisioned entirely as code with remote state locking; CI pipeline enforcing format, lint, security scanning and automated plan review on every pull request.
- **EKS GitOps platform with ArgoCD** — Terraform-provisioned EKS running a three-service application delivered through ArgoCD, with external secrets management, automated TLS and horizontal autoscaling.
- **Azure DevOps multi-cloud delivery pipeline** — Azure Pipelines building and deploying containerised workloads to AKS with Bicep-managed infrastructure and environment approval gates.
- **AIOps log anomaly detection** — Log anomaly detection and an LLM-backed runbook assistant over Elasticsearch, surfacing likely root cause alongside Prometheus alerts.

[myhostel.co](#) — **Multi-tenant SaaS for hostel & PG management** · Solo-built · Live staging, in testing

- Solo-built a 9-service TypeScript/Node.js microservices platform with React web and React Native Android apps in feature parity, using AI-assisted development (Claude Code); owned architecture, product decisions and code review.
- Dockerised end to end with a live Cloudflare Tunnel staging environment and a documented Helm/ArgoCD path to Kubernetes; multi-country tenancy across 6+ currencies, self-hosted OCR ID parsing, and strict per-tenant isolation with role-based JWT auth.

Detailed write-ups, architecture diagrams and source for every project: [opswithzaeem.com](#)

EDUCATION

University of Engineering & Technology, Taxila · Taxila, Pakistan

BSc, Telecommunication Engineering — CGPA 3.57 / 4.00 · 2015 – 2019

- Published two peer-reviewed IEEE conference papers; awarded 2nd Prize for Best Final Year Project.

ADDITIONAL

Recognition 3× fast-track promotion · 2× Shining Star Award · 2× Idea Award

Languages English (professional) · Urdu (native) · Punjabi (native) · Mandarin (elementary)