*Minhal Ali*

*Availability: +3 weeks from date of application*

**Cloud Infrastructure Engineer**

## About Me:

 Highly motivated and customer-centric Cloud Infrastructure Engineer with 5+ years of experience supporting, automating, and optimizing cloud deployments on

 different Cloud Platforms. Proven ability to identify customer needs, troubleshoot

 technical issues, and recommend best practices for application modernization and

 migrations. Strong understanding of cloud-native architecture, networking

 concepts, and application performance optimization. Eager to leverage expertise to

 support customers in their cloud transformation journey.

## Contact:

 **Email:** connect@meetminhalali.com

 **Contact Number:**  +44 7506 028382 i

 **Location:** London, UK

 **Personal Portfolio:** <https://meetmin>halali.com

 **Linkedin:** https://linkedin.com/minhalali

## Technical Skills:

**Cloud Platforms:** Google Cloud Platform (GCP), Digital Ocean, AWS, Linode, Vultr.

**Cloud Native Technologies:** Containerization (Docker), API Management, Microservices Architecture.

**Networking:** Virtualization, Open Protocols (TCP/IP), Application Acceleration, VPNs (SSL/TLS), Routing.

**Server and Application Security:** Firewall, IP Masking, CloudFlare, Prevent Cyberattacks e.g DDOS, Bruteforce.

**DNS:** DNSSEC, Cloudflare, PDNS proxies, EPP code, glue records, WHOIS, and IPv4/6 management.

**CI/CD:** Jenkins, Git, SaltStack, Ansible.

**Application Performance Optimization:** Performance profiling, tuning techniques.

**Linux Administration:** Bash scripting skills and building regex.

**Application Migration:** Wordpress, Magento, Custom PHP,Node.js, Cpanel, WHM, SSH, SFTP,FTP, Rsync, SCP.

**Monitoring:** ELK Stack (Kibana, Logstash), New Relic, BetterUptime, Sensu, Grafana.

**Database Administration:** MySQL and MariaDB.

**Modern Communication Channel:** Slack, Intercom, Zoom, Zendesk, Atlassian Jira.

## Languages:

* + English (Fluent)
	+ Urdu (Native)

## Soft Skills:

**Clear Communicator:** Explains complex technical concepts to both technical & non-technical audiences.

**Team Player:** Collaborates effectively with engineers, developers, and other stakeholders.

**Problem-Solver:** Identifies & troubleshoots technical issues with a solution-oriented approach.

**Customer-Centric:** Prioritizes customer satisfaction, building strong relationships and exceeding expectations.

**Adaptable & Learns Fast:** Embraces new technologies, readily upskilling to stay current in the cloud landscape.

**Strong Work Ethic:** Dedicated to delivering high-quality work and meeting deadlines efficiently.

## Education:

**2020 - 2021 Post Graduate Diploma in Information systems**

*Virtual University of Pakistan*

**2015 - 2019 Bachelor of Engineering (Computer&Info. Systems)**

*NED University of Engineering & Technology, Karachi, Pakistan.*

## Certifications:

## AWS for DevOps: Monitoring, Metrics, and Logging.

## Linux Operating System Fundamentals.

## C# and .NET.

## AWS Concepts.

## Azure Concepts.

## cPanel Certified Partner Accreditation (CPCP).

## Certified WHM Administrator (CWA).

## Google Cloud Foundations.

## Customer Service: Problem Solving and Troubleshooting.

## Agile with Atlassian Jira.

## Learning ITIL®.

 **WORK EXPERIENCE**

July 2022 - Present: BigScoots.

## Senior Systems Engineer

### **Scope:**

* + Currently responsible for managing and maintaining the server infrastructure at BigScoots to provide a 99.99% guaranteed uptime to end-users.
	+ Perform installation, configuration, monitoring, and maintenance of both physical and virtual servers.
	+ Shell scripting techniques and development work that targeted actively towards preventing customer pain and helping them with application inconvenience shooting.
	+ Managed Cloudflare for DNS performance, security optimization, and PDNS proxies.
	+ Optimize system performance, scalability, and reliability by implementing efficient configurations and fine-tuning server resources.
	+ Administered DNS including domain transfers (EPP code), DNSSEC, glue records, WHOIS, and IPv4/6 management.
	+ Share knowledge and expertise with the team through training sessions and collaborative platforms.
	+ Coordinating with DevOps and Product Management teams to operate cloud-based workload and smoothen workflow.
	+ Comprehensive understanding of server monitoring and third- party monitoring tools to share insights with business owners.

*Leading a team at BigScoots in implementing AI tools to streamline client query resolution, resulting in a notable 40% reduction in support team workload, improving operational efficiency and customer satisfaction.

Successfully earned three performance-based bonuses in recognition of exceeding targets and making significant contributions to company success.*

February 2023 - Present: Aaltech Digital.

## Project Manager

**Scope:**

* + Collaborate with development teams to streamline the software development lifecycle, from code commit to deployment.
	+ Develop and maintain project plans, including timelines, resource allocations, and budgets, ensuring alignment with organizational objectives and client expectations.
	+ Facilitate regular project meetings with stakeholders to provide updates on project progress, address any issues or risks, and ensure clear communication and collaboration among team members.

	*As a testament to my dedication and contributions, the company sponsored my relocation to London following a stellar performance review.*

December 2021 – February 2023: EngineArc, Tech Business.

## Founder & CEO

**Scope:**

* + Led diverse web projects, including e-commerce and booking sites; managed client relations and led graphic design team.
	+ Managed recruitment, including posting, interviewing, hiring, and supporting team members.

April 2022 – JULY 2022: Digital Ocean.

## Senior Engineer

### **Scope:**

* + Proficient in web hosting technologies (DNS, web servers, LAMP, LEMP, PHP-FPM, SSL, Cloudflare) for efficient website and application management.
	+ Deep expertise in AWS, GCP, Digital Ocean, and Azure for effective cloud-based solution deployment and management.
	+ Skilled in monitoring systems (Sensu, RabbiMQ, Zabbix, Grafana, Graphite) for real-time server and application performance optimization.
	+ Experienced in centralized logging (ELK Stack) for efficient troubleshooting and analysis.
	+ Proficient in caching technologies (Varnish, Memcached, Redis) for enhanced website performance.
	+ Demonstrated ability in script creation (Python, Bash) for WordPress optimization and custom caching solutions.
	+ Skilled in SMTP setup, website migration, DNS management, and troubleshooting various applications.
	+ Experienced in database optimization, backup procedures, and implementing security measures.
	+ Promoted as Senior Engineer I at DigitalOcean, leading initiatives in monitoring system reform, WordPress optimization, and automation culture establishment.
	+ Utilizing modern technologies like Elastic and Python/Bash scripting to enhance server performance and efficiency.

	*Earned two promotions, advancing from Associate Cloud Engineer to Cloud Engineer, and subsequently to Senior Engineer 1.*

April 2019 – April 2022: Cloudways.

## Cloud Engineer

**Scope:**

* + Customer Support & Application Troubleshooting: Assisted customers with application load tests, upgrades, and deployments. Resolved complex technical issues related to application performance (e.g., slow loading times, errors) by leveraging debugging tools and performance profiling techniques.
	+ Application Migration: Migrated 1500+ applications (various CMS like WordPress, Magento) to cloud servers, ensuring smooth operation and performance optimization. Increased application responsiveness by 90% through code optimization and resource allocation strategies (quantify if possible).
	+ Automation & Optimization: Developed Shell scripts to automate routine tasks on GCP, such as server provisioning and configuration management, resulting in a 50% reduction in manual workload for the team.

	*March'20 Engineer of the Month - Featured in Cloudways Social Media with 4.8/5 Trustpilot score.*

February 2019 – April 2019: Gaditek.

## PlatformOps Trainee

**Scope:**

* + Gained foundational knowledge in cloud platforms (IaaS, PaaS, SaaS) and relevant protocols (DNS, SMTP, SSH, etc.) focusing on secure and efficient cloud operations.
	+ Completed DNS course and DNS Record management tasks.
	+ Implemented various protocols which include SMTP, SSL, SSH, SFTP, IMAP, POP3, TCP/UDP, HTTP/HTTPS, etc and their port configuration.
	+ Stack deployment, Learned about Proxy and reverse proxy servers. (NGINX, VARNISH, APACHE, PHP-FPM, MYSQL).

	*Won award money and was selected as the top candidate from in house LinuxAcademy to join Cloudways as a full-time employee.*