



Aziz Zoab

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Tech Geek & Skilled **DevOps & Site Reliability Architect** with over **15 years** of experience and capable of producing and maintaining modern, stable & scalable Production Systems over Cloud (**AWS & Google Cloud**) and In-house Infrastructure (**VMWare**).

ACHIEVEMENTS HIGHLIGHTS / AWARDS

- **Najm** award from **Emirates Airlines**, for the EKAS-MIS data platform deployed for Emirates digital platform.
- **Najm** award from **Emirates Airlines**, for the automation contributions on Meal-Voucher project deployed at **Dubai Airports**.
- Terraformed end to end infrastructure provisioning in **AWS** at **Talabat** – Special recognition from management.
- **Special Efforts Award** from **Gemalto** for the successful migration of Gemalto's products like OTA, PCB, KYC and ODC from IBM Private Cloud to **AWS**.

CERTIFICATIONS & SKILLS

- **Certified Kubernetes Administrator (CKA)**
- **Certified Kubernetes Application Developer (CKAD)**
- **AWS Certified Solution Architect – Associate**
- **AWS Certified AI Practitioner**
- **AWS Certified Cloud Practitioner**
- **New Relic Certified Full Stack Observability Practitioner**
- **ITIL Foundation Certified**
- **Linux Certified (LPIC-1)**

Expertise and Specialization:

- **AWS:** EKS, EC2, IAM, VPC, Route53, ALB/ELB, S3, RDS, DynamoDB, Redshift, CloudFront, Lambda, SNS, SQS, API Gateway, ElastiCache
- **Azure:** AKS, Azure AD (Entra ID), VNet, App Services, Azure Monitor, Azure Storage
- **GCP:** GKE, Compute Engine, IAM, VPC, Cloud SQL, Cloud Monitoring
- **Containers & Orchestration:** Kubernetes, OpenShift, Helm, Kustomize, Docker
- **Infrastructure as Code:** Terraform, Ansible, Packer, Serverless Framework
- **CI/CD & GitOps:** GitLab CI, Jenkins, CircleCI, ArgoCD, Argo Rollouts
- **Observability & Reliability:** Prometheus, ELK/EFK, Splunk, New Relic, AppDynamics
- **Security & Secrets:** HashiCorp Vault, RBAC, TLS & IAM

- **Scripting & Automation:** Bash, Python, Go
- **Databases & Messaging:** MySQL, PostgreSQL, MongoDB, Kafka, RabbitMQ, SQS/SNS
- **Platforms:** Linux (Advanced), VMware, OpenStack
- **AI/ML Engineering:** Machine Learning & Deep Learning (Anomaly Detection, Predictive Modeling), LLM Integration, RAG Architectures, AI-Driven Automation

Major Projects:

- **emirates.com** – Emirates connects the world to, and through, our global hub in Dubai.
- **talabat.com** – Online food delivery platform in Middle East.
- **starzplay.com (arabia.starzplay.com)** – new and exciting streaming video on demand (SVOD) and OTT service that delivers blockbuster Hollywood movies and exclusive TV the same time as the US – anytime and on any device in 17 countries across the **Middle East** and **North Africa**.

EXPERIENCE RECORD

May '23 till Present

Emirates Airlines

Dubai

Emirates connects the world to, and through, our global hub in Dubai. We operate modern, efficient and comfortable aircraft, and our culturally diverse workforce delivers award-winning services to our customers across six continents every day.

<https://www.emirates.com/>

Position: *Lead DevOps Engineer (SRE)*

MAJOR RESPONSIBILITIES:

- Automation using Bash, Python & Go.
- Designed, operated, and optimized production workloads across both **Red Hat OpenShift** and **AWS EKS**, including cluster architecture, networking, security, CI/CD integration, and workload lifecycle management.
- Adoption of below tools in the infra eco-system.
 - **Helm & Kustomize** – Packaging & Deployments
 - **Istio** – Service Mesh
 - **HashiCorp Vault** – Secret Management
- **GitLab** for SCM and CI
- **ArgoCD** for GitOps
- Observability using **AppDynamics & Dynatrace**.
- Logging using **Splunk**.
- Mentoring DevOps engineers on using best practices for tools like **Terraform, Jenkins, GitOps, Helm, & Kubernetes**.
- Tech initiatives:
 - Weekly knowledge sharing sessions.
 - Participate in code reviews.
 - Introduced Pair programming.

May '19 till April '23

Talabat

Dubai

Talabat is a pioneer of the online food, grocery and all your daily needs ordering in the Middle East. Housing a wide variety of cuisines from international and local restaurants, Talabat is the go-to destination for food.

<https://www.talabat.com>

Position: *Senior DevOps Engineer (SRE)*

MAJOR RESPONSIBILITIES:

- Love for **Linux** and Open-Source Systems and Solutions.
- All about IAC using **Terraform**, **Terraform** and **Terraform** all the way!
- All about Kubernetes including below awesome features – **EKS & GKE**
 - **Helm**
 - **Canary** - ArgoRollouts
 - **ServiceMesh** - Istio
- All about Serverless – AWS Lambda, SQS, SNS & API Gateway.
- All about CI – using modern tools like **CircleCI** & **Drone**
- All about CD – using modern tools like **ArgoCD** & **FluxCD**
- All about automation and scripting using **Bash** and **Python** as preferred languages.
- Load testing using K6 (**JavaScript** is involved)

July '18 till April '19

Fidor Solutions

Dubai

Fidor provides all the expertise you need to bring your digital banking project to life. We think, design, test, build and go to market. Our innovative digital banking platform, fidorOS (fOS), packs all the necessary banking functions you need.

www.fidor.com

Position: *Senior DevOps Engineer (SRE)*

MAJOR RESPONSIBILITIES:

- Automating every aspect of deployment, focusing on *stability, performance and security*.
- Orchestration & Clustering - **k8s (Kubernetes)** and **Docker Swarm** clusters (AWS and On-prem)
- CI/CD - **Jenkins** and Git.
- Configurations Management - **Ansible**.
- Infrastructure provisioning - **CloudFormation** and **Terraform**.
- Monitoring & Alerting system - **Prometheus** and New Relic.
- Log Management – **Elasticsearch (ELK)**
- Scripting & Programming - Rails (**Ruby**) and **Python**
- Lead Junior DevOps Engineers.

Oct '16 till June '18

Gemalto

Dubai & CISMEA

Gemalto is an international digital security company providing software applications, secure personal devices such as smart cards and tokens, and managed services. It is the world's largest manufacturer of SIM cards.

www.gemalto.com

Position: *DevOps Engineer*

MAJOR RESPONSIBILITIES:

- Telecom mobile solutions delivery (**OTA, Smart Messaging & Cloud Backup Solutions**)

- **CI/CD** using **Jenkins** and **Git**.
- Migration of Services from **IBM** Cloud to **AWS** (Amazon Web Services)
- Designing, Installing & configuring the complex solutions on **RHEL**.
- Hardware installation/configuration of Storage Arrays, Servers, SAN Switches, and Network switches.
- Installing and configuring Applications servers; **jBoss** and **Oracle WebLogic**.
- Managing and configuring platform clustering with **Symantec Veritas Cluster Manager**.
- Activity with backup/restore tools **Oracle RMAN**, **Symantec NetBackup**.
- Volume management (Veritas Storage Foundation, LVM)
- High Availability and **Disaster Recovery**.
- Monitoring (**SNMP**, **JMX**, **Nagios**, **ELK (Grafana)** and **OP5** Monitoring)
- Implementing Web security using WAF (**Apache**) mutual-authentication.
- Implementing OS Hardening and security enhancement policies.
- Security technologies and procedures, Encryption techniques and **Public Key Infrastructure (PKI)**

Oct '15 till Sep '16

StarzPlay

Dubai and US

STARZ Play is a new and exciting streaming video on demand (SVOD) service that delivers blockbuster Hollywood movies and exclusive TV series – the same time as the US – anytime and on any device in 17 countries across the Middle East and North Africa.

www.starzplay.com

Position: *DevOps Engineer*

MAJOR RESPONSIBILITIES:

- Multiplatform based Solution Administration (Microsoft, Linux, Cisco, HP and IBM)
- **CI/CD** using Jenkins and Git.
- Creating playbooks using **Ansible** for Infrastructure automation and provisioning.
- Linux system administration (**Centos**, **Redhat** and **Debian**)
- Managing AWS **CloudFormation**, **ECS**, **Elastic Beanstalk**, **IAM**, **EC2**, **ELB**, **S3**, **ElastiCache**, **RDS** (MySQL), **RedShift** & **Route53**.
- Monitoring based on New Relic & Nagios (**Icinga2**)
- Caching of webapps using **Varnish**.
- Deploying Dockerized Apps to AWS using **Kubernetes** Orchestration.
- Managing Data Analysis Tool **Splunk**.
- Managing **WordPress** Blog (blog.starzplay.com)
- Managing VPNs over **PfSense/Mikrotik**.
- Managing CDNs **Akamai**, **Level3**, **Amazon Cloudfront** and **Cedexis** Load Balancer.
- Managing Contact center developed on **Elastix (Asterisk)**
- Managing **JIRA** integrated with **Salesforce** CRM.
- Technical Research & Product Development.

Oct '10 till April '15

Unified Communications (UHCL)

Islamabad/Karachi

Unified Communications is a Malaysian based organization that provides Telecommunication products and customized solutions. Unified Communications innovative mobile value-added-services (**Voice Solutions**, **Roaming Solutions**, **Location Based Services**, **Mobile Marketing Services** and **VOIP**) address more than 600 million subscribers in 19 countries.

www.unifiedcomms.com

Position: *Senior Systems Engineer*

MAJOR RESPONSIBILITIES:

- Provide Remote System/Development Support of VAS projects of Unified Communications deployed at **Ufone** Pakistan (BGM, Collect Call, VSMS and Notify Me), **ZONG** (BGM), and **Zain KSA** (BGM, PRBT, and PRBV). Complete system and development support based on **Linux** systems.
- **Telecom Core (VAS Platforms Integration with SMSC using SMPP, HLR (SRI-SM, ATI), SCP (Camel IDP/Diameter) and MSC (E1/T1/PRI))**
- Hands on Linux operating system (configured **Bind, Apache, Samba, LTSP, LDAP, HA, Postfix, Nagios** and **SendMail**).
- Installation/Configuration of IVR servers, **Dialogic** and **Digium** Cards (TDM E1 cards & Analog FXO/FXS cards and SIP trunks) on **Windows/Linux** based platforms
- Troubleshoot advanced **Linux** issues of **Kernel recompiling, Package Management** and advanced **File System** Management.
- Experience in developing Asterisk Dial plan and Service Flows and also using **AGI** and **FastAGI** for third party integration.
- Troubleshooting issues of SS7/Sigtran, Inbound/Outbound Call Routing, call processing and debug issues in request and response of ISUP, SCTP, MAP and CAMEL (CAP) Protocols used in VAS products.
- Planning and Implementation of Virtualized platforms of **VMware ESXi** and **KVM** Hypervisor on HP G-Series hardware virtualization supported servers.
- Implementation and planning of Web servers using **Apache/Nginx** and **Tomcat** for Web portal of VAS platforms.
- Provide T2 technical support of IVR Servers in PIA and Local/International banks like HBL, MCB, SCB, Atlas Bank, ABL, RBS and FBL.

EDUCATIONAL AND PROFESSIONAL STATUS

- **Masters in Data Science**
MS in Data Science from Middlesex University – Dubai, UAE
Years: 2024-2025
- **Bachelors in Telecom Engineering**
BS in Telecom Engineering from Mohammad Ali Jinnah University – Karachi, PK
Years: 2006-2010