

# SHAHZAIB MUSHTAQ

Senior Site Reliability / DevOps Engineer

Remote · US/EU overlap | +92 333 8174280 | [linkedin.com/in/shahzaibiu](https://www.linkedin.com/in/shahzaibiu) | [shahzaib.cb@gmail.com](mailto:shahzaib.cb@gmail.com)

## PROFESSIONAL SUMMARY

Senior SRE / DevOps Engineer with 13+ years operating high-availability, customer-facing production systems, including 4+ years as an on-call first responder for enterprise SaaS workloads serving Fortune 100 brands such as T-Mobile and Starbucks. Deep AWS experience across multi-account, multi-AZ environments (AWS Certified Solutions Architect – Associate), backed by years of bare-metal, OpenStack, and Azure operations at scale — 45,000 concurrent users, 40 Gbps peak traffic, petabytes of monthly bandwidth. Runs disciplined incident response: structured root-cause investigation that separates symptom from cause, prevention work tracked to completion, and one-off fixes generalized into Ansible/Python runbooks and automation so the same problem is never solved twice by hand. Executes production change behind quality gates with tested rollbacks. Actively adopting agentic AI tooling (Claude Code) in daily operational workflows — log analysis, runbook drafting, and triage acceleration. Available for full US/EU shift coverage and 24/7 on-call rotations.

## CORE SKILLS

- Incident Response & On-Call
- Root Cause Analysis (RCA)
- Safe Deploys & Rollbacks
- Observability & Alerting
- DDoS Mitigation
- Performance Tuning
- Runbook Automation
- Terraform / Ansible
- Python Automation
- CI/CD (GitLab / GitHub)
- AI-Assisted Operations
- System Hardening
- AWS (Multi-Account / Multi-AZ)
- Microsoft Azure
- Kubernetes (EKS / AKS)
- Linux Administration
- OpenStack / Ceph
- MySQL / PostgreSQL

## WORK EXPERIENCE

### Systems Engineer (SRE / Production Operations)

Mar 2022 – Present

*Fueled (formerly 10up Agency), USA — remote*

- **On-Call Incident Response:** Served as first responder on production on-call rotations, triaging and resolving customer-impacting incidents for Fortune 100 and enterprise brands — T-Mobile, Starbucks, Nobel Prize, Comics Kingdom — using Datadog, New Relic, AWS CloudWatch, Graylog, Monit, and Cloudflare, including live DDoS mitigation under active attack.
- **Root Cause & Prevention:** Ran structured post-incident investigations separating symptom from cause; performed infrastructure and security audits, documented findings, and drove remediation — hardening, performance, and reliability fixes — through to completion rather than stopping at diagnosis.
- **Runbook & Automation Leverage:** Generalized recurring one-off fixes into Ansible playbooks, Python tooling, and documented runbooks so repeat incident classes are handled by automation and standardized procedure instead of manual intervention.
- **Safe Production Change:** Executed deploys and configuration changes through GitLab/GitHub CI/CD pipelines with staged rollouts and rollback plans prepared before release, across multi-account AWS and Azure client environments.
- **Cloud & Container Operations:** Administered multi-account AWS (EC2, RDS, EKS, ELB, VPC, Elastic Beanstalk) and Azure (AKS); provisioned Kubernetes clusters, autoscaling, and containerized application rollouts with Terraform-based IaC.
- **AI-Assisted Operations:** Adopting agentic AI tooling (Claude Code) in daily workflows — log parsing, incident-pattern analysis, runbook drafting, and automation scaffolding — to compress triage and toil.

### Solutions Architect

Sep 2021 – Mar 2022

*Subhosting Innovations Pvt Ltd, India*

- Defined hardware and software architecture for client deployments — server sizing, RAID configuration, and platform readiness against workload, performance, and reliability requirements.

- Designed and executed zero-disruption DNS migrations from third-party providers to private infrastructure, including PTR record migration to the datacenter DNS cluster.
- Resolved customer-facing hosting incidents by diagnosing root causes and delivering permanent fixes rather than temporary workarounds.

## Head of Infrastructure

Jul 2015 – Sep 2021

*Tune.pk (Pvt) Ltd, Lahore*

- **Owned 24/7 reliability** of a video platform serving ~45,000 concurrent users, 40 Gbps peak traffic, and 6–7 PB monthly bandwidth — architecture, capacity, incident command, and uptime accountability end to end.
- Built and operated an OpenStack private cloud on Ceph storage, troubleshooting core components (Neutron, Cinder, Glance, Heat, Horizon) to keep the platform stable.
- **Diagnosed and remediated a live Memcached-based DDoS amplification attack**; redesigned thumbnail storage on the haystack model, cutting disk IOPS and improving storage efficiency — turning an incident into a permanent architectural fix.
- Executed zero-downtime production changes at scale: datacenter migration from rented hosting to colocation, MySQL-cluster to PostgreSQL-cluster migration, and video storage migration from Debian/XFS to FreeBSD/ZFS — all with live traffic and rollback plans in place.

## System Administrator

Feb 2011 – Jun 2014

*Integrated Units (Pvt) Ltd, Lahore*

- Delivered fully managed support for dedicated and virtual Linux hosting environments — provisioning, deployment, and production troubleshooting.
- Diagnosed production failures across WHM/cPanel and Plesk stacks: mail delivery, DNS/RBL misconfiguration, Apache faults, server crashes, and routing issues.
- Tuned Apache, PHP, and MySQL to stabilize high-traffic environments under heavy process and database load.

## CERTIFICATIONS

**AWS Certified Solutions Architect – Associate** — Amazon Web Services · Issued June 2025 · Expires June 2028

**AWS Certified Cloud Practitioner** — Amazon Web Services · Issued December 2022

## TECHNICAL SKILLS

- **Observability & Incident Tooling:** Datadog, New Relic, AWS CloudWatch, Graylog, Monit, Cloudflare; alerting, dashboards, on-call workflows
- **Cloud & Virtualization:** AWS (EC2, RDS, EKS, ELB, VPC, Elastic Beanstalk), Azure (AKS, networking), OpenStack, Hyper-V, KVM, Proxmox, LXC
- **Automation & IaC:** Python operational tooling, Terraform, Ansible, GitLab/GitHub CI/CD, Kubernetes (EKS/AKS)
- **AI & Agentic Tooling:** Claude Code for log analysis, runbook drafting, and automation scaffolding; evaluating agentic workflows for ops
- **Systems & Storage:** CentOS/Rocky, Ubuntu, FreeBSD; Ext4/XFS/ZFS tuning, RAIDZ2, Ceph, fault-tolerant storage design; datacenter/rack operations, LACP bonding
- **Web & Data Tier:** Nginx (c10k tuning, custom modules), Apache, PHP-FPM; MySQL/MariaDB Galera, PostgreSQL, Redis, Memcached; WordPress at enterprise scale