

# Adnan Hassan

WHES, Lehtar Road, Shaheen Town, Islamabad | +92 304 5995 994 | +92 327 0535 812 | adnan94hassan@gmail.com | GitHub | LinkedIn | Medium

## SUMMARY

---

DevOps Engineer with 2 years of hands-on experience in cloud infrastructure, automation, and CI/CD tools like Terraform, Ansible, Jenkins, and GitLab. Also have 3+ years of strong background in IT and network support, working with Cisco, Juniper, and Linux systems. Skilled in solving technical issues, setting up cloud environments, and monitoring systems. Certified in AWS, Azure, and Juniper, with a focus on reliability, automation, and customer support.

## TECHNICAL SKILLS

---

- Cloud & Infrastructure as Code: AWS (EC2, S3, VPC, IAM, ECS, CloudWatch, CloudTrail), Google Cloud Platform (GCP) (in progress), Azure (fundamentals) (in progress), Terraform, Ansible.
- CI/CD & Containerization: GitLab CI/CD, Jenkins, Docker, AWS ECS.
- Monitoring & Observability: Prometheus, Grafana, AWS CloudWatch, AWS CloudTrail, ELK stack (in progress).
- Scripting & Tools: Bash, Python (basic), Git, Linux (Ubuntu, RedHat)
- Networking: MPLS, Cisco Networks, Meraki
- Emerging Skills: OpenShift, ArgoCD, Kubernetes (in progress)

## PROFESSIONAL EXPERIENCE

---

### ASSOCIATE DEVOPS ENGINEER | SUDO CONSULTANTS

November 2022 – February 2025

Karachi Office, Pakistan (Remote UAE)

### ASSOCIATE DEVOPS ENGINEER – CS/L1/MS

June 2023 – February 2025

- Took responsibility for managing infrastructure for customers with transaction-heavy systems like POS.
- Provided L2 support for AWS services, including EC2, ECS, RDS, ALB/ELB, and Route53, solving complex problems.
- Helped a Saudi-based client migrate their environment from a staging AWS account to a production AWS account.
- Automated infrastructure deployments using tools like Terraform, Ansible, Jenkins, and GitLab CI/CD.
- Set up ECS-based infrastructure for clients, ensuring it was stable and running as expected.
- Installed and configured Prometheus for monitoring purposes and ensured clients' systems were well-monitored.
- Worked on cost optimization for 7+ clients, identifying ways to save money on their cloud resources.
- Handled SSL/TLS certificates, including mutual TLS (mTLS), Certbot, Let's Encrypt, and integrations with Cloudflare and Route53.
- Helped integrate Azure Enterprise applications with GitLab and OpenVPN for a client's testing environment.
- Created detailed documents like UATs (User Acceptance Tests), runbooks, designed infrastructure diagrams using draw.io and monthly reports on infrastructure, incidents, and major issues.
- Led and managed 5+ infrastructure automation projects, using Terraform, Ansible, and GitLab CI/CD pipelines.
- Migrated WordPress sites from shared hosting to AWS EC2 using Ansible scripts for easy migration.
- Maintained strong communication with clients using Slack, Signal, Team and Zoom, ensuring smooth cooperation and problem resolution.

- Was available 24/7 to handle any issues or incidents that came up with customers' cloud infrastructure.

### **JUNIOR DEVOPS ENGINEER – CS/LI**

*February 2023 – June 2023*

- Continued providing technical support to customers and resolving incidents and issues.
- Used Grafana, Prometheus, and CloudWatch to monitor systems, track performance, and fix problems.
- Worked on small-scale projects like setting up EC2, RDS, VPC, and deploying WordPress applications on AWS.
- Supported ECS-based infrastructure for multiple clients, helping them with deployment and maintenance.
- Managed VPC peering connections and provided support for Linux-based servers.
- Helped clients who had POS (Point of Sale) and transaction systems, making sure their cloud infrastructure was running smoothly.
- Worked with clients using Slack, Signal, Team and Zoom, ensuring strong communication and fast response times.
- Always available for urgent support, providing 24/7 assistance to customers when needed.

### **CUSTOMER SUPPORT HERO**

*November 2022 – January 2023*

- Provided technical support to customers 24/7, helping them with cloud-related issues.
- Managed incident creation and ticketing through Jira and RT, ensuring quick resolutions.
- Monitored servers and systems using tools like Grafana, Prometheus, and AWS CloudWatch to ensure smooth operations.
- Worked closely with the team using Slack and Zoom for communication and collaboration.

### **CUSTOMER SERVICE REPRESENTATIVE | PTCL**

*October 2019 – August 2020*

*Karachi, Pakistan*

- Provided technical support for internet services, resolving 80% of issues on first contact.
- Improved customer satisfaction scores by 10% through efficient problem-solving.

### **NETWORK ENGINEER | EXPRESS NEWS NETWORK (TRIBUNE 24/7 NEWS)**

*February 2018 – February 2019*

*Karachi, Pakistan*

- Maintained network infrastructure, ensuring 99% uptime for broadcast systems.
- Configured and troubleshooted Cisco routers and switches, resolving 50+ network issues monthly.
- Implemented security protocols, reducing vulnerabilities by 15%.
- Supported IT team in designing scalable network solutions for media operations.

### **INTERN – NETWORK OPERATIONS | NATIONAL BANK OF PAKISTAN**

*June 2017 – July 2017*

*Karachi, Pakistan*

- Assisted in managing network infrastructure, gaining hands-on experience with banking IT systems.
- Supported configuration of network devices (Juniper)

## **EDUCATION**

### **BACHELOR OF SCIENCE IN TELECOM ENGINEERING | IQRA UNIVERSITY**

*January 2014 – December 2017*

*Karachi, Pakistan*

**Key Courses:** Data Communication, Computer Networks, Manage System & Telecom Networks (MSTN), Computer Science, Microwave Engineering, Signals & Systems, Digital Signal Processing, Control Systems, Microprocessors.

**Final Year Project:** Designed an MPLS network using GNS3 with Cisco routers (2800, 2811) and a Catalyst 3500 switch, enabling efficient VoIP communication for 4 systems.

## **CERTIFICATIONS**

---

- AWS Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- Azure Fundamentals (AZ-900)
- Juniper Networks Certified Associate – Cloud (JNCIA-Cloud)
- Juniper Networks Certified Associate – Security (JNCIA-SEC)
- CCNA (Institutional)

## **ACHIEVEMENTS – SUDO CONSULTANTS**

---

- Top Incident Resolver Award – 500+ incidents resolved (Dec 2024)
  - Employee of the Month – January 2024 & August 2024
  - 3rd Position – AWS Gameday (Cost Optimization), Amazon UAE (28 Feb 2023)
-