

# SHAHZEB MAHMOOD

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## Professional Summary

Skilled professional with robust background in infrastructure automation, continuous integration, and cloud services. Expertise in scripting, system administration, and container orchestration, ensuring seamless deployments and efficient system operations. Strong focus on team collaboration and adaptability, consistently delivering reliable and effective solutions. Passionate about leveraging technical skills to drive operational excellence and support organizational goals.

## Skills

Infrastructure automation	Monitoring and logging
Containerization technologies	Maintenance and troubleshooting
Continuous integration	Continuous deployment
AWS, Azure, GCP and HPCs	Kubernetes, Docker and Podman

## Education

**MSc:** Computer Science with Cybersecurity, 08/2025  
**University of York** - United Kingdom

**BSc (Hons):** Sport and Exercise Science, 07/2017  
**Buckinghamshire New University** - High Wycombe

## Experience

**DevOps Engineer**, 05/2025 to Current

**Seqera Labs** – Toronto

- Built and maintained secure CI/CD pipelines, integrating Trivy vulnerability scanning to detect issues in containers and IaC before deployment.
- Automated secrets management using External Secrets Operator (ESO) and Terraform, reducing manual handling and eliminating exposure risks.
- Implemented infrastructure as code (Terraform) with embedded security baselines, improving compliance and minimising misconfigurations.
- Enhanced cloud and Kubernetes security by applying least-privilege IAM roles, network segmentation, and automated patching strategies.
- Leveraged Google SecOps for real-time log monitoring, threat detection, and incident analysis, improving response times to security events.
- Partnered with development and security teams to enforce shift-left security practices, enabling earlier vulnerability detection and faster remediation.
- Worked extensively with AWS, Azure, GCP, and High-Performance Computing (HPC) environments, leveraging containerization (Docker, Kubernetes) to build scalable, reliable, and secure cloud solutions.

**Cloud Support Engineer**, 06/2023 to 05/2025

**Seqera Labs** – Toronto

- Provide technical support for cloud services, resolving 95% of issues within 24 hours.

- Collaborate with cross-functional teams to enhance system reliability, achieving 99.9% uptime.
- Analyze user feedback to improve support processes, leading to a 40% reduction in ticket volume.
- Develop and implement automated solutions, increasing efficiency and reducing response time.
- Ensure compliance with security protocols, safeguarding data integrity for 100+ clients.
- Delivered technical support for cloud-based solutions, enhancing system uptime and achieving measurable improvements in customer satisfaction.
- Diagnosed and resolved complex cloud infrastructure issues, reducing resolution times and minimizing service disruptions for clients.

#### **IT Administrator, 04/2022 to 06/2023**

##### **Cloudbeds – Toronto, ON**

- Evaluated business requirements, leveraging information to forecast costs relating to hardware, software, and consulting.
- Directed budgeting studies on current and proposed IT spending plans, determining maximally impactful business enhancements and minimizing wasteful spending.
- Interacted with high-level client personnel, collecting performance feedback and integrating positive and negative evaluations into future IT policies.
- Created remote service interaction scenario manuals, defining appropriate triage and response policies for common ticket types.
- Reviewed deficiencies based on internal audits and suggested remedies.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to the client's vision, mission and purpose.

#### **Infrastructure Technology Helpdesk Administrator, 12/2019 to 03/2022**

##### **TractionOnDemand – Toronto, ON**

- Identity management using Okta (Automating onboarding and offboarding tasks).
- Implementing solutions (Google MDM and JAMF).
- Start-up company with about 500 employees now 1000+.
- IT security (Sophos and CrowdStrike, Incident reports, First responder, Firewalls, and resolution).
- 1st, 2nd, and 3rd Line support.
- Microsoft Azure (Intune management).
- Salesforce Support.
- GCP and G Suite Administration.
- Office Hardware (Switches, Servers, and Patching).
- Scripting (Python, Bash, and PowerShell).
- SASS Operations (Automating, workflows, scripting).
- Application packages and management.

#### **Application Support Analyst, 07/2019 to 12/2019**

##### **Impellam Group – Luton, United Kingdom**

- Basic to intermediate SQL queries (MS SQL).
- In-depth troubleshooting using SQL Server, Windows server, and New relic.
- Working with bespoke applications (RDP and Adapt).
- Resolved web application issues escalated from customer support and other departments.
- 3rd line support.
- Working and maintaining SQL databases.
- Monitoring and maintaining applications (New Relic).
- Developing, and deploying bug fixes. Configuration changes for applications using SQL Server and Windows server.

#### **Service Desk Analyst, 01/2018 to 07/2019**

##### **Impellam Group – Luton, United Kingdom**

- 1st and 2nd line support.
- Enterprise company which is known globally.
- MS exchange and O365 Administration.
- Automating daily tasks (IRIS and Zendesk).
- Monitoring and maintaining infrastructure (SolarWinds).
- Active directory management (Azure AD and on-premises AD).
- Implementing solutions and new software.
- Developed documentation for common processes for both support staff and end-users. Handled a large volume of phone calls, chats, and emails.

## Languages

English



Native or Bilingual

## Courses

- Certified in Cybersecurity (CC) - ISC2 Dec 2024 - Dec 2027
- IT Support Professional Certificate - Google
- Applied AI Certificate - IBM
- Professional Workspace Administrator - Google
- Workflow Certificate - Okta
- Terraform Certificate - Udemy
- AWS Certified Cloud Practitioner - AWS Dec 2023 - Dec 2026
- TCM Practical Junior Penetration Tester (Currently working toward)

## Links

- LinkedIn
- GitHub