

# Khizer Naeem

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## PROFILE

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Red Hat certified system engineer and AWS certified professional cloud architect with more than 8 years of experience in enterprise level Linux administration. Areas of expertise include System automation, High available and scale-able clusters, System tuning and monitoring, Enterprise backups and disaster-recovery solutions, Cloud infrastructure and Data-Center operations.

Possess broad competence in strategic management of technical matters with the distinction of driving new initiatives, enhancing IT infrastructures and achieving organizational objectives. Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.

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## TECHNICAL SKILLS

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- Well versed with cloud computing technologies. Experienced in AWS architecture, specifically in deploying highly available and fault tolerant applications and migrating production workloads to the cloud.
  - CloudFormation, CloudWatch, Lambda
  - VPC, CloudFront, Route53
  - EC2, RDS, S3
  - SES, SQS, SNS
- Expert in designing, enhancing and administering, security and performance focused system architectures based on enterprise Linux.
  - Red Hat Enterprise Linux, CentOS, Fedora
  - Ubuntu Server
  - SUSE Linux Enterprise Server
  - Oracle Linux
- Proficient in scripting and automating system tasks. Well familiar with configuration management and deployment automation tools.
  - BASH, Python, PHP
  - Ansible, Jenkins
- Experienced in designing and deploying high available, high performance and fault tolerant application clusters.
  - Red Hat Cluster Suite, GlusterFS, GFS2
  - DRBD, Heartbeat, Pacemaker, OpenAIS
  - Windows Server Failover Clustering, Always-On
  - L3, L7 Load balancing with haproxy, nginx
- Adept in configuring, optimizing, testing and monitoring web servers, application stacks and frameworks.
  - Apache HTTP Server, Apache Tomcat, Nginx
  - Jmeter, Selenium, Xdebug, Xhprof
  - Drupal, Word Press, Joomla, Moodle, Laravel
  - ModSecurity, Barracuda Web Application Firewall
- Well familiar with a broad spectrum of database technologies. Capable of deployment, basic administration and troubleshooting.
  - MySQL, MariaDB, Percona-Server
  - PostgreSQL
  - Elasticsearch, MongoDB, Redis, Memcached
  - Oracle 11g
- Enthusiastic about logging, monitoring and performance testing.
  - Icinga2, Nagios
  - Elasticsearch, Logstash, Kibana
  - NetData, Ntop, sysstat
  - graphite, grafana

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## PROFESSIONAL EXPERIENCE

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### **Senior Systems Engineer, Hamdan Bin Mohammed Smart University, Dubai, United Arab Emirates**

**Jun 2014 – Present**

HBMSU is a research-based University that has brought about a paradigm shift in smart education with its unique learning environment (Smart Campus). It offers a modern learning experience with the use of technologies in the form of mobile learning, discussion blogs, online classrooms, educational gaming and social networking.

#### Responsibilities and Achievements:

- Deployment, administration and maintenance of Linux (Red Hat, Oracle Linux, Ubuntu) based infrastructure that run the University's core online applications and services, running in various highly available, load balanced and scale-able clusters.
- Responsible for designing, testing and maintaining the backup infrastructure. Designed and tested a comprehensive backup and disaster recovery design for the whole infrastructure.
- Designed and implemented Nagios/Icinga2 based host, services and application monitoring. Developed custom monitoring scripts to monitor various aspects of the infrastructure including application performance, cluster statistics and backup operations.
- Took the initiative to migrate the infrastructure to the cloud. Successfully planned, tested and migrated the staging environment to AWS cloud.
- Took the initiative to create a performance testing framework and run regular stress tests on the core business applications which in turn identified various bottle necks, improved user experience and application performance under peak load times.
- Worked closely with the development team to improve the architectural design of the applications and their integrations.
- Designed and implemented centralized configuration management and logging system that helped in more robust and automated application deployments, troubleshooting and debugging.
- Received several performance and initiative rewards from the Assistant Chancellor, recognizing outstanding performance, initiatives and innovations.

### **Systems Engineer, Integra Technologies, Dubai, United Arab Emirates**

**Dec 2010 – May 2014**

Integra Technologies is a Red Hat Advanced Partner and Amazon Authorized Public Sector Partner, focused on providing Amazon Web Services (AWS) and Linux based business solutions to enterprises in the Dubai, UAE and the wider Middle East. It was awarded the Service Delivery Award during a Red Hat Partner Road Tour in Egypt, 2012.

#### Responsibilities:

- Responsible for designing, installing, securing and maintaining more than 50 Linux based mission critical servers and infrastructures for numerous clients spread across the Middle East.
- Providing technical consultation to the enterprise customers for a broad range of IT operations, including minimizing down times during software and hardware upgrades, designing backups and disaster recovery strategies, ensuring system security and stability etc.
- Researching, testing and often bench-marking available open source and other solutions to assess whether they are ready to meet the demands of our enterprise customers.
- Respond to support calls from clients and alerts from the monitoring system. Debug and troubleshoot production issues on live environments, provide remote and on-site support.

## Key Projects:

- **Etisalat – Linux infrastructure for country wide IVR setup**  
Implemented over a dozen Linux clusters for their various Oracle setups on both bare metal and virtual machines, and architected the platform for a large IVR project involving automated deployments of over 70 Linux servers across two geographically redundant sites.
- **Axiom Telecom – E-Mail and Web server infrastructure**  
Migrated a SUSE Linux based mail server (handling over 4000 users and over 650 retail locations) to a Red Hat Enterprise Linux backed multi-server Zimbra setup hosted on their VMware infrastructure; and wrote Python scripts for Zimbra integration with their Active Directory setup. Also secured and maintained their LAMP retail site.
- **Dubai Airport Terminal 3 – Network infrastructure servers**  
A clustered Red Hat Enterprise Linux 5 DHCP/DNS setup that replaced a Windows Server setup, with on-site written scripts to migrate overnight, after Windows was unable to handle the load of thousands of clients spread across 500 VLANs. An almost identical setup (albeit on RHEL 6) was implemented at the Al Maktoum International Airport.
- **Gulf Health Care – Zimbra based Email Cluster**  
Implemented an RHEL6 based Zimbra Email Collaboration Suite active/passive cluster using Red Hat Cluster Suite on HP BL460c G7 blades and HP FC SAN. Configured email archiving, on-site and off-site backups on Buffalo TS7120R NAS.
- **Gulf Medical University – Red Hat Cluster for Oracle E-Business suite**  
Implemented RHEL6 based high availability application cluster using Red Hat Cluster Suite for Oracle E-Business suite along with RHEL6 for BI, development and staging servers.
- **SKA International – Email and Web server infrastructure**  
Deployed a Zimbra based email server and an Apache/PHP/Joomla based webserver on RHEL6. Configured LVM snapshot based nightly backups for email and web services.
- **United Bank Limited (UBL) – Red Hat/Oracle Performance tuning and server Migration**  
Performed OS, Filesystem and DB level performance tuning on the bank's core DB (Oracle 9i) server. Prepared and tested the backup clone for the production DB server on a VMWare virtual machine.

## ***Assistant System Administrator, Net21 (Hashoo Group), Islamabad, Pakistan***

**Jan 2010 – Dec 2010**

Net-21 Private Limited is a subsidiary of Hashoo Group of Companies, third largest group in Pakistan. Net-21 has collaboration and agreements with different International organizations and Net-21 is acting as their authorized technological partner. These organizations include Hewlett Packard and Compaq for hardware products, and TESA Systems for Electronic Entry solutions.

## Responsibilities:

- Administration of Linux based corporate Email, Web, DNS, Proxy, FTP servers which serve more than 2000 users of Hashoo Group.
- Administration of Windows Server based IIS server hosting ASP.NET based corporate websites.
- Monitoring email, web and network traffic, ensuring smooth operation and up time.
- Maintaining and updating security and backup measures of network and servers.
- Providing Enterprise level Server Setup and maintenance support to Hashoo group of companies which include some of the largest 5 star hotel chains across Pakistan

## Achievements:

- Planned and executed the Data Center upgrade activity. Seamlessly migrated and upgraded Dell Power Edge server farm to HP Proliant G6 server farm.
- Automated system administration tasks using bash shell scripting.
- Developed PHP based web control panel for squid to manage internet and user restrictions.

**Network Support Engineer,  
Micronet Broadband / Nayatel, Islamabad, Pakistan**

**Apr 2009 – Dec 2009**

Micronet Broadband is the premier and leading DSL broadband service provider in Islamabad and Rawalpindi. Nayatel is a sister concern of Micronet Broadband. It launched South Asia's first fiber to the home (FTTH)/fiber to the user (FTTU) network in Islamabad in September 2006 covering over 90% areas of Islamabad and business areas of Rawalpindi Cantonment.

Responsibilities:

- Part of the team managing Linux and Windows based Email, DNS, Proxy, FTP and many other servers which serve more than 15000 customers of Micronet/Nayatel (ISP).
- Managing Cpanel/WHM which provide web hosting services to more than 500 live domains.
- Assisting system administrators and providing support to corporate and SLA customers.

Achievements:

- Got letter of appreciation from the CEO in just 3 months after joining, recognizing my efforts in designing a web based knowledge base of common support and configuration issues and router interfaces that assisted support engineers in troubleshooting customer issues effectively.
- Promoted to the Systems Department from Technical Assistance Center based on performance.

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**TRAINING AND CERTIFICATIONS**

AWS Certified Solutions Architect – Professional (#2353)	Dubai, UAE	Jul 2016
AWS Certified Solutions Architect – Associate (#9635)	Dubai, UAE	Aug 2015
Commvault Implementation and Maintenance	Dubai, UAE	Dec 2014
Commvault Core Fundamentals	Dubai, UAE	Dec 2014
Oracle VM Administration	Dubai, UAE	Aug 2014
Red Hat Certified Engineer (111-112-272)	Dubai, UAE	Oct 2011
Red Hat Certified System Administrator (111-112-272)	Dubai, UAE	Jun 2011

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**EDUCATION**

<b>MS in Networking and Systems Administration</b>	Jan 2017 – In Progress
Rochester Institute of Technology, New York, USA (Dubai Campus)	
<b>BS in Electronic Engineering (Major in Computer Systems)</b>	Sep 2004 – Sep 2008
CGPA: 3.52	
International Islamic University, Islamabad, Pakistan	

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**References**

Dr. Raed Awdeh, Assistant Chancellor, Hamdan Bin Mohammed University, Dubai, United Arab Emirates  
Email: r.awdeh@hbmsu.ac.ae, Phone: +971 4 424 1111

Rajesh Soman, Managing Director, Integra Technologies, Dubai, United Arab Emirates  
Email: rajesh@integratech.ae, Phone: +971 4 336 4840