

MD. SHAMS IMRAN

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Objective

I have industry experience of over 10 years and focus on DevOps for the past 5+ years in areas such as cloud-native operations, DevOps, and infrastructure automation. I have successfully migrated sophisticated monolithic legacy systems to modern Kubernetes microservice architectures and have operated over 120 microservices in production for critical sectors including fintech, telecom, FMCG, and government.

I played a key role in designing, deploying, and operationalizing large-scale fintech platforms including TeleCash, LenDen, MyCash and UPAY, ensuring high availability, regulatory compliance, and operational resilience in mission-critical financial systems.

I implement comprehensive DevSecOps pipelines with SAST, DAST, image scanning, cosign image verification, RBAC, image signing, TLS-secured connections, and encrypted secrets stored in Vault and Kubernetes Secrets. I enforce compliance with CIS Benchmarks, OWASP, PCI DSS standards, performing OS layer to application layer hardening. In addition, I utilize the ELK stack, Prometheus, Grafana, and Fluent Bit to deploy observability stacks with real-time proactive alerting for automated rapid response. I go beyond implementation to participate in infrastructure design, tender documentation drafting, strategic interdepartmental collaborating to integrate security and reliability with overarching business objectives.

I am interested in a position of IT Infrastructure & Cloud Chartered Engineer to spearhead infrastructure operations that are secure, compliant, strategically curb enterprise scaling and bolster resilience. Building a proactive, effective organization that enhances the customer and user experience.

Skills

- **System & Server Administration:** Extensive experience in managing Linux-based systems and server stacks such as RedHat, CentOS, Ubuntu, Apache, Nginx, and Tomcat. Possess strong automation experience with Ansible, GitOps, and through Bash scripting with Cron Jobs.
- **Containerization & Orchestration:** Docker and Kubernetes for deploying, scaling, upgrading, and migrating containerized workloads in production environments.
- **Ingress Controller:** Istio, Kong, Krakend, NginxIngress.
- **Database & Clustered DB Management:** Hands-on experience with MySQL, Postgresql, SQL Server, MongoDB, PrestoDB is available alongside PGO powered advanced PostgreSQL cluster management.
- **Monitoring & Observability:** Experienced in performance monitoring, log aggregation, and system health visibility with ELK Stack, Prometheus, Grafana, Fluent Bit, cAdvisor, and node-exporter. Automated backup, alerting, snapshotting, and cluster health checks through Python and Bash scripting
- **Storage & Messaging:** Hands-on experience with RookCeph for clustered storage; Redis, Celery, Kafka, and Zookeeper for messaging and distributed coordination.
- **API Management & Networking:** Experience designing high-availability and failover architectures using Krakend, Kong, Traefik API Gateway, HAProxy, Keepalived, and Nginx.
- **Security & Compliance:** DevSecOps pipelines (SAST, DAST, Trivy, cosign), RBAC, network policies, Vault & Kubernetes Secrets, TLS/mTLS, CIS Benchmarks, OWASP, PCI DSS.
- **Credential & Access Management:** Use of Keycloak, OAuth2, and JWT for Identity and Access management security.
- **Cloud & Storage Services:** AWS, Azure, Huawei Cloud
- **Storage Services:** S3, MinIO, Seaweed fs, Mayan for object/document cloud storage and integration.

- **Application Development:** Skilled in developing both monolithic and microservices applications in PHP (Laravel, CodeIgniter, Lumen), Node.js (Express.js), and Java (Spring Boot).
- **Project & Team Collaboration:** Participated in agile workflows using JIRA and Slack for voice and video collaborative communications with cross-functional DevOps and software teams.

Extraordinary Performance Benchmark

- ❖ Play a key role for deploying and managing fintech - UPAY, TeleCash, LenDen, MyCash.
- ❖ At Red Dot and UPAY, I led important migrations of legacy systems to Kubernetes considering all security measures which improved the scalability, reliability, and maintainability of their microservices and MFS platforms.
- ❖ Assurance of proactive system health monitoring and rapid response to incidents was possible with full-stack observability implemented using ELK, Prometheus, Grafana, Fluent Bit, cAdvisor, and Node Exporter.
- ❖ Built pipelines followed CIS Benchmarks, OWASP, PCI DSS, and other national regulatory compliance which integrated SAST, DAST, image scanning, image signing, TLS encryption, and strict network policies, enforcing Security-First practices.
- ❖ Managed hardware and OS security enforcing kernel hardening, patch management, SSH hardening, and secure boot to control active reduced attack surfaces.
- ❖ Enforcement of image signing (cosign) and container image scanning (Trivy) upholds image integrity and mitigates supply chain risks.
- ❖ Secure RBAC, network policies, secrets, and compliance were achieved using Vault and Kubernetes Secrets along with measured TLS encryption.
- ❖ In production Kubernetes clusters, designed and governed 120+ microservices, pivotal telecom and fintech services such as TeleCash and UPAY.
- ❖ Executed end-to-end DevSecOps processes, including CI/CD pipeline setup, system hardening, backup strategies, automation, and documentation, as well as system architecture and requirement analysis.
- ❖ Demonstrated effective leadership, communication, and collaboration skills through facilitation of cross-functional collaboration, daily stand-up meetings, and technical solution alignment with business objectives.
- ❖ Made significant contributions to nationally critical initiatives including National Data Integration Platform and BEZA's One-Stop Service Center, advancing projects in national security and facilitating economic development.
- ❖ Created and deployed advanced automation systems for business processes in sectors such as FMCG, Cement, Beverage, and Telecom, including Smart Sales, Election Management Systems, and Billing Systems, thereby transforming industry standards.

Certifications

- ❖ Advanced Certificate for Management Professionals (ACMP) 4.0 – IBA DU
- ❖ Red Hat Certified System Administrator (RHCSA)
 - Credential ID: **210-132-692**
- ❖ Certified Kubernetes Administrator (CKA)
 - Credential ID: **LF-u2i1yoyayp**



Experience

Lead DevOps Engineer | *Red Dot Digital IT Ltd.*

August 16, 2024 – now

At Red Dot, I oversee and refine the Kubernetes-based infrastructures to maintain system reliability, scalability, and performance. I improved a legacy project's operational efficiency and maintainability by migrating it to Kubernetes. I deploy and manage core cluster services which require high availability, stringent security, and smooth operations.

I led the design and integration of enterprise logging and monitoring systems with Fluent Bit, ELK Stack, Prometheus, Grafana, cAdvisor, and Node Exporter for better observability and troubleshooting workflows.

Given my role, I focus extensively on security. I am applying the best practices for securing the infrastructure, which include:

- Pre-deployment vulnerability assessment of container images scanning using Trivy and code scan with SonarQube.
- Verification of container image integrity and authenticity with Image Signing with cosign
- Integrating SAST and DAST into CI/CD pipelines for proactive vulnerability assessment (In Progress)
- Network Security with proper Kubernetes network policies, RBAC, and namespace isolation
- Kubernetes Secrets, Vault, and other external secret stores for secure secrets management
- TLS encryption for both internal and external communications
- Adoption of security frameworks like CIS Benchmarks, OWASP, alongside industry regulations such as PCI DSS to ensure secure and compliant operations

Moreover, I assist in the infrastructure planning and the drafting of tender documentation in relation to future projects, ensuring they are aligned with overarching business and operational goals. I work with multidisciplinary teams in smooth technical collaboration and project delivery.

These responsibilities helped me strengthen my Kubernetes management skills as well as system modernization, security and compliance, observability, and cloud infrastructure strategy, allowing me to provide secure and efficient scalable solutions.

Key Projects

- ❖ Deployment and Managing Core MFS Service TeleCash, LenDen, MyCash in K8s cluster.
- ❖ Calling and messaging app for Joint Command Center-Bangladesh police.
- ❖ IoT Project revamp and migration to Kubernetes.
- ❖ Give supports to others Robi and external projects.

DevOps Engineer | *UPAY (UCB Fintech Company Ltd.)*

August 1, 2023 – August 15, 2024

At UPAY, I oversaw sophisticated Kubernetes cluster ecosystems, managing enterprise CI CD pipelines with image security scan with Trivy and code scan with SonarQube. For proactive monitoring and logging, I configured the ELK stack alongside Prometheus, Grafana, Fluent Bit, cAdvisor, and node-exporter. Slack alerting integrations on Grafana and Kibana, as well as other custom scripts, enabled real-time alerting automation. I also managed PostgreSQL databases in PGO, oversaw Erasure coding applications for RookCeph storage.

For enforcement fintech-grade security, protective local regulations, and PCI DSS for compliance, I maintained protective boundary deployment, Role Based Access Control (RBAC), sensitive data encryption, and access RBAC. I provided SAST and DAST on the running applications and source code, integrating the security checks into the CI/CD pipeline to find and fix the vulnerabilities proactively.

Key Projects

- ❖ Migrate full system from old Kubernetes version to new Kubernetes with full setup. Crunchy Postgres cluster Database, RookCeph cluster and related items also.
- ❖ Deployment and Managing Core MFS Service in k8s cluster with over 120 microservices and Services.

DevOps Engineer | *Penta Global Ltd.*

March 11, 2021 – July 31, 2023

Working as a DevOps Engineer. Manage application availability, audit logs, security, build development and deployment pipeline and take necessary actions. Share application-related error with the developer and improve the services. Try to improve application performance by improving the performance component by component and ensure high availability. Participate in system design meetings and try to find the best design for the new services based on the current system.

■ Key Projects

- ❖ **Data Integration Platform:** Supports law enforcement by consolidating disparate data repositories into a single unified case data system through deep learning models for heightened situational understanding and evidence-based decision-making. Includes access via API, socket communication, Redis and real-time data processing with Elasticsearch, Krakend API Gateway, and Kubernetes-based deployment with ELK and Grafana for compliant monitoring and visualization.
- ❖ **One-Stop Service Center for BEZA:** Assists foreign and local investors in the application process. Also aids in the management of permit issuance and export activities for economic zones in Bangladesh. Deployed on Kubernetes and services include Redis, Elasticsearch, Postgres, and socket. Also included Mayan for document management. Integrated with multiple government agencies via API which included payment processing for services and issuance of digital certificates.

Software Engineer | *Penta Global Ltd.*

March 18, 2019 – March 10, 2021

Involved with the Research and Development as a core team member, in charge of organizing the meetings, conducting requirement analysis, and overseeing development and delivery timelines. Aligned business process automation planning and solution integration with organizational objectives to enhance process automation, resource setup, environment setup, and auditing. Moreover, focused extensively on application security by enforcing secure design, development, and deployment practices throughout the project lifecycle.

■ Key Projects

- ❖ **Election Management System** for the Bangladesh Election Commission, handling the full election cycle from nomination submission to result declaration using PHP (Lumen) in a microservice architecture.
- ❖ **Utility Billing System** for a German company, managing water, wastewater, and electricity billing with payment gateway integration, built with Node.js (Express) and MongoDB.
- ❖ **HR and File Management System** for internal use, enabling file search by name/category, location tracking, and QR code-based file access.

Assistant Manager, Software Division | *Summit Communications*

August 01, 2018 – March,17 2019

A team member of the core development team and also a member of the ERP receiving and implementation team. Arrange meetings and summarize requirements for stakeholders, develop with the team and ensure delivery timely. Learn corporate structures and culture and attitude.

■ Key Projects

- ❖ Developing core billing application with Asp .Net and MsSQL Database.
- ❖ Develop rent management applications for sub-office, pops and hubs with Laravel and MySQL.

Apprentice - Software Engineer | *Business Accelerate Bd. Ltd.*

January 05,2015 – July 31, 2018

Beginning as an apprentice, I progressed into a software engineer, acquiring experience in multiple sectors such as FMCG, Cement, Beverage, and Mobile. My focus was on business process automation, implemented SLA-based workflows, and performance tracking systems. I contributed to system dependability through load balancing and code optimization. While leading a small team, I integrated tech solutions with core business strategies which encompassed reporting, innovation, and cross-system integration.

■ Key Projects

- ❖ Smart Sales is an all-in-one-system for sales management that is an end-to-end operation covering the entire chain of order taking, delivery, sales force tracking, route planning, sales promotions, merchandising, and

inventory management for companies and distributors. Smart Sales is implemented in leading organizations including Meghna Group (Unique Cement, Fresh), Abul Khayer Group (Shah Cement), Arla Foods (Dano), Edison Group (Symphony), Transcom Beverage (Pepsi), Nestlé Bangladesh and BEOL.

- ❖ Fixed Asset Management System for City Bank Ltd.
- ❖ Annual Performance Agreement Management System up to Union Level for the Government of Bangladesh.
- ❖ Weight Bridge Automation, Deployed in Meghna Group of Industries. This application read weight data from device(weight-bridge) with C# and send data to a central database.



Achievements

- ✓ Smart-City Hackathon 2016 (top 10)
- ✓ Champion, Divisional contest-2009, Math Olympiad.
- ✓ Runner-up, Divisional contest-2005, Chess competition
- ✓ Voluntary work for Mozilla Bangladesh, contributing to Mozilla Bangla-localization.



Education

Bachelor of Science in Computer Science & Engineering | *AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH*

Spring, 12-13 – Summer, 15-16
CGPA 3.6 out of 4.00

Higher Secondary School Certificate (H.S.C) | *ULLAPARA SCIENCE COLLEGE*

2009–2011
GPA 5.0 out of 5.0



References

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