Contact Info

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SYED HAQUE

CAREER SUMMARY

Technical Support Engineer with 6+ years architecting and troubleshooting complex infrastructure integrations across Terraform Enterprise, Kubernetes, and AWS platforms. Proven expertise translating customer requirements into scalable technical solutions, creating comprehensive documentation, and collaborating with engineering teams to drive platform improvements. Strong background in system integrations (VCS, API troubleshooting, multi-cloud deployments) with hands-on experience leveraging AI tools to enhance productivity and solve technical challenges.

EDUCATIONAL HISTORY

MONASH UNIVERSITY   **JUL 2018 - DEC 2020**
BACHELOR OF INFORMATION TECHNOLOGY (CYBER SECURITY)

COURSERA (DEEP LEARNING AI)   **IN-PROGRESS**
MACHINE LEARNING SPECIALIZATION

CERTIFICATIONS & TRAININGS

- AWS Certified Solutions Architect Associate
- HashiCorp Certified Terraform Associate
- Certified Kubernetes Administrator

PROFESSIONAL HISTORY

SENIOR PRODUCT SUPPORT ENGINEER - INFRASTRUCTURE
HASHICORP - IBM   **NOV 2024 - PRESENT**

- Resolved complex Terraform Enterprise infrastructure issues across AWS, Azure, GCP, troubleshooting PostgreSQL clusters, Redis, S3 backends, TLS certificates, and private networking in large-scale enterprise environments
- Led observability initiative analyzing TFE's telemetry architecture, investigating metrics endpoints, log patterns, and distributed traces. Authored customer documentation and sample Datadog/Grafana dashboard configurations for large-scale deployments, enabling proactive service degradation detection
- Led cross-functional HackWeek team building NexSev, an AI-powered incident response assistant automating Sev1 workflows. Developed Slack bot with Zendesk/knowledge base integrations using LLM models (Llama 3.1, Granite via Ollama), custom MCP tools, and Next.js interface to generate CAN reports, RCA documentation, and provide troubleshooting guidance from historical data. Presented solution to APJ regional leadership
- Authored internal deployment playbooks, incident response runbooks, and official Terraform documentation as subject matter expert, improving incident resolution times and reducing repeat support tickets
- Led escalation calls and RCA sessions with cross-functional teams, leveraged observability platforms Datadog, Prometheus, and CloudWatch to diagnose production incidents and improve platform reliability
- Delivered onboarding and guidance for enterprise customers implementing multi-cloud TFE environments, VCS integrations (GitHub Enterprise, GitLab, Bitbucket), and Sentinel policy frameworks
- Provided architectural guidance on scaling TFE for high-volume workloads, feeding customer insights back to product teams to influence roadmap priorities
- Participated in Pagerduty on-call cycle as primary for the Terraform Enterprise service

FOUNDING ENGINEER (WEEKENDS / FREE TIME)
WEBIFEX LABS   AUG 2022 - PRESENT

- Architected and delivered 20+ production web applications for clients in pharmaceutical, education, and non-profit sectors using Next.js, TypeScript, and React
- Built full-stack e-commerce platforms with Stripe/PayPal integrations, authentication systems, and PostgreSQL/MongoDB backends supporting real-time inventory management
- Integrated AI capabilities using OpenAI API and Ollama-hosted models for document processing and workflow automation, reducing manual tasks by 60% for legal services client
- Implemented headless CMS architectures (Sanity, Contentful) optimized for Core Web Vitals and SEO performance
- Maintained 19 active client projects while working full-time, demonstrating strong time management and technical efficiency

CLOUD SUPPORT ENGINEER
AMAZON WEB SERVICES   DEC 2022 - AUG 2024

- Managed escalation tickets raised by Cloud Engineers for the EKS service, conducting deep technical investigations and providing support on high-severity EKS cases.
- Collaborated with customers to configure and optimize enterprise-grade, mission-critical systems, resolving complex issues effectively.
- Handled high-severity (business-critical system) cases, maintaining adherence to a 4-hour resolution SLA.
- Provided expert advice to enterprises on various AWS services, including EKS, ECS, Fargate, AppMesh, Xray, ECR, AWS Batch, IAM, CloudWatch, CloudTrail, CloudFormation, EC2, CloudMap, AWS Prometheus, Grafana, VPC, and AWS DNS (Route 53).
- Completed a Subject Matter Expert technical pathway for the EKS service while concurrently performing in the role.
- Carried out on-call duties for the EKS service, supporting Cloud Engineers with escalated issues and addressing high-severity escalation tickets.
- Performed on-call responsibilities for the deployment profile on a four-week rotation.

ASSOCIATE CLOUD SUPPORT ENGINEER
AMAZON WEB SERVICES   JAN 2022 - DEC 2022

- Attended to Enterprise, Business and Developer customer cases and provided architecture related advice and best practices guidelines.
- Performed resource specific troubleshooting mainly for Enterprise Kubernetes (Elastic Kubernetes Service) and Elastic Container Service in live contact environments with customers from around the globe.
- Worked on a broad spectrum of technical issues with customers relating to various AWS Services and customer specific architecture.
- Completed the training and evaluation phase of the current role and successfully transitioned form the cyber security educational background to working and meeting KPIs in the containers profile in the EKS and ECS AWS services.

PRODUCT SUPPORT OFFICER
DEPARTMENT OF JUSTICE AND COMMUNITY SAFETY   **AUG 2021 - JAN 2022**

- Logged incidents, service requests and assign them to appropriate team(s)
- Provided progress of service requests and incident activities to the end-user and management team.
- Provided a proactive channel for customers to request and receive information relating to support services.
- Ensured all service requests and incidents are properly coordinated between customer needs and suppliers / vendors timelines.
- Analysed and resolve service requests and incidents regarding use of applications/software/hardware.
- Logged and tracked service requests and incidents from identification through to resolution.
- Worked closely with stakeholders and participate in the After-Hours Support to provide 24/7 support to users and organisations for business-critical issues as required.

SERVICE DESK ANALYST
OFFICEWORKS   **JAN 2021 - JUL 2021**

- Answered calls from stores, logged support cases and provided expertise to other members of the service desk team on what the IT equipment is and what it does in a support cases.
- Acted as the first point of contact in the support of all IT services provided to Officeworks Store Team Members & Support Office.
- Recorded, categorised and prioritised IT incidences and requests with the aim to provide timely and satisfactory timely and satisfactory response.
- Troubleshoot and resolve interactions, escalated where required and monitor those issues through to their resolution to minimize impact to store team.

SALESFORCE AND WEBSITE ADMINISTRATOR
SUMMER FOUNDATION   **JAN 2019 - DEC 2019**

- Administered and maintained the current version of 'The Housing Hub' and make sure the platform is up-to date without any bugs.
- Administered the Summer Foundation's Salesforce instance based on the Sales Cloud and perform regular maintenance/checks to the User Accounts, workflows, objects and plugins.
- Provided technical support to Housing Matching Team of 24 remote working individuals spread all across Australia. The support included MAC OS troubleshooting, IOS support and support for other apps as required.
- Worked on the Salesforce Implementation Project and implemented complex logic forms alongwith relevant APIs to link and create cases, enquiries in Salesforce triggered by form submissions on the HousingHub website.

EXAMINATIONS OFFICER
RMIT UNIVERSITY   **SEP 2017 - DEC 2018**

- Responsible for coordination of digitally lodged theses and projects, including ensuring suitability of work for digital lodgement, liaison with RMIT Library, ongoing review of supporting documentation and communication/liaison with candidates
- Monitored, reviewed and updated administrative processes within the SGR in line with University policies and procedures to ensure maximum efficiency and streamlined business practices
- Provided an accurate and timely advisory service to the University on matters relating to higher degrees administration
- Undertook administration relating to the examination of research candidates' theses and/or projects, including the monitoring of workflow in the system

*During covid for the whole of 2020 i was not working and took a gap year to finish my degree.

SKILLSET

Platform & Infrastructure Engineering
- Terraform Enterprise, Kubernetes (CKA), Docker/Podman, AWS (EKS, ECS, RDS, VPC, S3, IAM), GCP, Azure, PostgreSQL, Redis, Multi-cloud architecture, Infrastructure as Code

Full-Stack Development
- Next.js, TypeScript, React, Node.js, Python, MongoDB, PostgreSQL, Authentication (OAuth, JWT, RBAC), REST/GraphQL APIs, Payment Integration (Stripe, PayPal), Headless CMS (Sanity, Contentful)

AI & Automation
- OpenAI API, Ollama, Model Context Protocol (MCP), RAG implementations, LangChain, Custom AI agents, Workflow automation

DevOps & Reliability
- CI/CD (GitHub Actions, Vercel, Argo CD), Prometheus, Grafana, Incident management, Root cause analysis, Performance optimization, SLA compliance

Enterprise Support
- Technical escalations, Customer architecture reviews, Documentation, Zendesk, Stakeholder communication, Multi-timezone support

Tools & Scripting
- Git, Bash, Python scripting, kubectl, eksctl, AWS CLI, TLS/SSL, VCS integrations (GitHub Enterprise, GitLab)

Certifications
- Certified Kubernetes Administrator (CKA), AWS Solutions Architect Associate, HashiCorp Terraform Associate

REFERENCES
- Furnished upon request