

# SYED HAQUE

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Portfolio: <https://syedibtihaj.com/>

## CAREER SUMMARY

I'm a Senior Product Support Engineer at HashiCorp (now IBM), deep in Terraform Enterprise with enterprises across AWS, Azure, GCP and other Cloud and On-Prem DevOps technologies. My week is the space between what a team meant to deploy and what still runs after upgrades, credentials, data dependencies, and real on call pressure. I am deliberately steering toward Solutions Architecture, grounded in university studies in cybersecurity, a career path that has consistently focused on DevOps and site reliability engineering in enterprise settings, and the AI oriented product work I have shipped through Webifex Labs. The bar I am aiming for is clearer trade-offs with customers, designs that survive production, and roadmaps that stay honest about risk.

Please refer to my portfolio for projects and further details. Link above.

## EDUCATION

### Monash University

Bachelor of Information Technology (Cybersecurity).

JUL 2018 – JUL 2021

### Coursera (Deep Learning AI)

Machine Learning Specialization

(In-progress)

## CERTIFICATIONS & TRAININGS

- **AWS Certified Solutions Architect – Associate**  
Strengthened my ability to design secure, scalable, and cost-effective AWS architectures, with practical knowledge across core compute, networking, storage, identity, containerization and high-availability services.
- **Certified Kubernetes Administrator (CKA)**  
Built hands-on capability in deploying, managing, and troubleshooting Kubernetes clusters, with a strong focus on workload orchestration, cluster operations, networking, storage, and security.
- **HashiCorp Certified Terraform Associate**  
Developed a solid working knowledge of infrastructure as code, including writing maintainable Terraform configurations, managing state, and automating cloud infrastructure delivery through version-controlled workflows.
- **HashiCorp Certified Consul Associate**  
Gained a practical understanding of service discovery, service networking, and service mesh

concepts, including how to support secure communication and connectivity across distributed systems.

## EXPERIENCE

**Senior Product Support Engineer** – Cloud Infrastructure  
HashiCorp – IBM

NOV 2024 – PRESENT

- Resolve 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.
- Investigate Terraform Enterprise behaviour in depth, reproduce issues with clear evidence, and work with Engineering to file bugs and feature requests. Stay engaged through triage and roadmap discussions: articulate customer impact, help set priorities alongside product owners, and steer work so fixes and enhancements land in a way customers can rely on while still fitting engineering capacity and upcoming product plans.
- 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 Hack Week 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 with Vercel AI SDK for streaming responses to generate CAN reports, RCA documentation, and provide troubleshooting guidance from historical data.
- 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.
- Deliver onboarding and guidance for enterprise customers implementing multi-cloud TFE environments, VCS integrations (GitHub Enterprise, GitLab, Bitbucket), and Sentinel policy frameworks.
- Provide architectural guidance on scaling TFE for high-volume workloads, feeding customer insights back to product teams to influence roadmap priorities.
- Participate in PagerDuty on-call cycle as primary for the Terraform Enterprise, Consul Enterprise and Nomad service.

**Founding Engineer (Part-time / Freelance)**  
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.
- Built AI-powered features using Vercel AI SDK and OpenAI API, including streaming chat interfaces, document processing workflows, and intelligent form assistants for pharmaceutical and legal services clients, reducing manual tasks by 60%.
- Maintained 19 active client projects while working full-time, demonstrating strong time management and technical efficiency.

## **Cloud Support Engineer**

DEC 2022 – AUG 2024

### **Amazon Web Services**

- 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, X-Ray, 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 from the cyber security educational background to working and meeting KPIs in the containers profile in the EKS and ECS AWS services.

## **Early Career Support & Administration Roles**

### **Various Organizations**

AUG 2019 – AUG 2021

- **Salesforce & Website Administrator** (Summer Foundation, JAN 2019 – DEC 2019):
  - Administered and maintained Salesforce Cloud and "The Housing Hub" platform, implemented complex workflow logic and APIs, provided technical support to 24 remote-working individuals across Australia for Mac OS, iOS, and app support.
- **Service Desk Analyst** (Officeworks, JAN 2021 – JUL 2021)

- First point of contact for IT support across store network, logged and prioritized incidents, troubleshoot hardware/software issues, escalated complex cases, and monitored resolution to minimize business impact.
- **Product Support Officer** (Dept of Justice & Community Safety, AUG 2021 – JAN 2022):
  - Logged incidents and service requests, coordinated between customer needs and vendors, analyzed and resolved application/software/hardware issues, participated in 24/7 after-hours support for business-critical systems.
- **Examinations Officer** (RMIT University, SEP 2017 – DEC 2018)
  - Coordinated digitally lodged theses and projects, maintained administrative processes in line with university policy, monitored examination workflow, and provided advisory services on higher degree administration.
- *Gap Year 2020: Completed final degree requirements during COVID-19 pandemic.*

## SKILLS

### 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

AI & Automation Vercel AI SDK (streaming, tool calling, structured outputs), OpenAI API, Anthropic Claude, Model Context Protocol (MCP), RAG implementations, LangChain, LangGraph, Custom AI agents

### 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)

## REFERENCES

Furnished upon request.