

Bilal Ahmad

DevOps Team Lead | AWS & Azure | Terraform, CI/CD & Observability

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Professional Summary

DevOps team lead and cloud engineer with 10+ years of experience across SaaS, fintech, banking, IoT and logistics. Builds production environments on AWS and Azure with Terraform, ARM templates and CloudFormation, automates delivery with CI/CD, and runs observability with Sentry, Grafana and CloudWatch. Also operates mail infrastructure serving 1,100+ sports clubs and 900+ domains. Experienced in ISO 27001 programs and working directly with clients in the Netherlands, Denmark, the UAE and the US.

Core Skills

AWS: EC2, VPC, S3, RDS, Lambda, CloudFront, WAF, Route 53, Auto Scaling, Transit Gateway, IAM, Secrets Manager

Azure: Front Door, Virtual Machines, Key Vault, Azure SQL, RBAC, Azure DevOps, Entra ID, Intune

IaC & CI/CD: Terraform, ARM Templates, AWS CloudFormation, GitHub Actions, Azure DevOps Pipelines, Jenkins, AWS CodePipeline, Git

Observability: Sentry, Grafana, AWS CloudWatch, Zabbix

Containers & Systems: Docker, Nginx, Apache, Supabase, Linux (Ubuntu, Red Hat, CentOS), Windows Server, VMware ESXi

Mail Servers: SmarterMail, Postal, SendGrid, Mailgun, Microsoft 365, Google Workspace, Cloudflare DNS

Security & Networking: ISO 27001, Semgrep, Gitleaks, TruffleHog, Fortinet, SonicWall, Ubiquiti UniFi, Cisco, IPsec VPN, OpenVPN

Professional Experience

DevOps Team Lead

Sideline Technologies (for Sideline B.V., Netherlands)

Feb 2025 – Present

Islamabad, Pakistan

- Led DevOps for a Dutch SaaS club-management platform, cutting GitHub Actions minute usage by redesigning CI/CD into a build-once, promote-everywhere pipeline across QA, staging and production, with Semgrep, Gitleaks and TruffleHog scanning built in.
- Made Azure environments reproducible and consistent by provisioning Front Door, VMs, Key Vault, Azure SQL and RBAC as code with Terraform and ARM templates, and rebuilt Front Door routing (origin groups, health probes, rule sets, path rewrites).
- Shortened time to detect and resolve production issues by setting up observability with Sentry for application errors and Grafana dashboards for system health.
- Kept email running for 1,100+ sports clubs by administering a SmarterMail enterprise server, Postal for bulk mail across 900+ domains, and SendGrid and Mailgun for transactional mail.

Managing Consultant – Cloud Infrastructure & Operations

GagaMuller Technologies

Mar 2023 – Jan 2025

Islamabad, Pakistan

- Kept applications responsive under varying load by provisioning AWS and Azure environments with Terraform and CloudFormation, building Azure DevOps CI/CD pipelines with a defined branching and release strategy, and deploying on AWS Auto Scaling.
- Secured production workloads on AWS and Azure by deploying AWS WAF and AWS Inspector and running documented patch and vulnerability management.
- Sustained ISO 27001 compliance by leading surveillance audits, management reviews and root cause analysis, and reporting results to senior management.
- Onboarded managed-service clients to the cloud by building Microsoft 365 tenants from scratch, migrating on-premises data, and enforcing device compliance with Entra ID and Intune.

Manager Systems & DevOps Engineer

DPL

Mar 2022 – Feb 2023

Islamabad, Pakistan

- Delivered 24/7 infrastructure availability by provisioning AWS environments (EC2, Lambda, RDS, CloudFront, WAF, load balancers) as code with CloudFormation, monitored with CloudWatch and backed by disaster recovery plans.

- Aligned infrastructure with business goals by building and leading a team of system administrators, cloud architects and network engineers, and owning budget and vendor relationships.
- Supported client proposals by designing client-specific infrastructure with cost estimates, and delivered on-premises projects at remote sites including the Kharlachi border.

DevOps Engineer

SwipBox

Jan 2020 – Feb 2022

Remote

- Ran a mission-critical AWS environment for a parcel-locker IoT company by defining VPC, Transit Gateway, site-to-site VPN, RDS, Lambda and Secrets Manager resources in CloudFormation, with CloudWatch alarms for monitoring.
- Automated software delivery by implementing Jenkins and AWS CodePipeline CI/CD with Git and Docker on CentOS, Nginx and Apache servers.
- Enabled a remote workforce by administering Microsoft 365, Intune and Azure AD, alongside Active Directory, firewalls and VMware ESXi.

TAC Engineer

Kloud7 LLC

Nov 2018 – Dec 2019

Remote (US clients)

- Brought US client sites online with VoIP by deploying hosted, analog, SIP trunk and PRI services through Cisco BroadSoft.
- Standardized client networks by provisioning Cisco Catalyst switches, EdgeMarc gateways and UniFi devices, monitored with Zabbix and documented in NetBox.

System Administrator & IT Support Engineer

Core Savills Real Estate Brokers

Jul 2017 – Dec 2017

UAE

- Supported 150+ users across 4 UAE sites by deploying Windows Server 2012 R2 on ESXi with RAID, Active Directory and roaming profiles.
- Kept communication tools running by managing Avaya VoIP, Office 365 and antivirus licensing.

Network Support Engineer

Al Falah Exchange Company

Jan 2015 – Jul 2017

UAE

- Connected 30 branches securely to head office by configuring and monitoring IPsec VPNs on SonicWall NSA and TZ devices.
- Protected branches against phishing, DDoS and ransomware by enforcing firewall, QoS, IPS/IDS and Geo-IP policies.
- Passed interim and final IT audits by running vulnerability assessments and coordinating follow-up with external auditors.

Education & Certifications

B.Sc. Telecommunication Engineering

COMSATS University Islamabad (formerly COMSATS Institute of Information Technology)

2008 – 2012

- Cisco Certified Entry Level Network Technician (CCENT), Routing & Switching – 2015
- CCNA Routing & Switching and MPLS training, CORVIT Systems