

MAHIR AHMED

Platform Engineer

Manchester, England, United Kingdom

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PROFILE

Platform Engineer specialising in cloud platforms (GCP & AWS) and production operations, experienced with Kubernetes, Terraform, Jenkins, ArgoCD and Linux. Delivered cloud migrations and GitOps-driven CI/CD platforms that improved release consistency, enabled safer rollbacks and strengthened operational resilience through incident response and root-cause analysis.

CORE SKILLS

Google Cloud Platform

Docker

Jenkins

RHEL/CentOS

Ansible

Networking

Bash

MySQL

Optimisation

Kubernetes

Terraform

Linux Operating Systems

Configuration Management

CI/CD Processes

Python

Databases

Troubleshooting

AWS

PROFESSIONAL EXPERIENCE

Platform Engineer, Betfred

JAN 2025 – PRESENT

- Owned Jenkins CI/CD pipelines for production services, maintaining reliable build and deployment workflows and improving release consistency through repeatable, automated delivery.
- Managed Kubernetes deployments via ArgoCD using GitOps practices, standardising environment promotion and enabling safer rollbacks to protect platform reliability.
- Built and maintained Terraform-managed infrastructure across environments, applying Infrastructure as Code best practices to reduce configuration drift and tighten control over platform changes.
- Partnered with engineers during releases and operational changes, translating delivery needs into platform tooling and deployment patterns that helped teams ship and operate services more safely.
- Supported live operations and incident response on Linux, troubleshooting deployment and runtime failures, performing root cause investigation, and driving follow-up fixes to reduce repeat occurrences.

Platform / DevOps Engineer, SportPesa

AUG 2024 – OCT 2024

- Owned day-to-day platform operations and release support for cloud infrastructure, ensuring reliable deployments and stable service delivery in live environments.
- Administered and troubleshooted Linux servers across multiple environments, diagnosing incidents via logs and system tooling, restoring availability and reducing repeat issues.

- Improved release reliability by identifying recurring deployment and operational failure patterns, tightening runbooks and release processes, and coordinating fixes through to completion.
- Partnered with engineers during releases to plan changes, validate deployments, and support rapid rollback and recovery when issues arose.

DevOps Engineer, GFT

AUG 2021 – AUG 2023

Delivered platform engineering work across enterprise clients including HSBC, Zurich, and Deutsche Bank.

- Supported production Kubernetes platforms on Google Kubernetes Engine (GKE), troubleshooting pods, services and cluster networking to maintain platform reliability and performance for microservices workloads.
- Provisioned and changed cloud infrastructure using Terraform across multiple environments, improving deployment consistency and reducing environment drift through repeatable Infrastructure as Code practices.
- Supported CI/CD release processes (Jenkins), resolving build and deployment failures and helping application teams ship changes safely into production.
- Built and operated real-time data pipelines on GCP using Pub/Sub and Dataflow, integrating with backend services and Cloud SQL to keep high-throughput ingestion and processing reliable.
- Investigated production incidents across distributed systems in GCP and AWS, performing root cause analysis and implementing monitoring and alerting with GCP Operations Suite and CloudWatch to improve operational visibility and stability.

Java Developer, TalkTalk

SEPT 2019 – JUL 2020

- Resolved production incidents and application defects across live services, triaging logs and service behaviour in Linux environments to restore availability and minimise customer impact.
- Performed root cause analysis on recurring defects and incidents, translating findings into code fixes and operational improvements to strengthen reliability and performance.
- Partnered with engineers to plan and deliver changes safely, validating fixes and supporting releases to reduce repeat occurrences in production.
- Contributed to migrating legacy services as part of platform modernisation, reducing risk from ageing components and improving maintainability of the runtime estate.

Platform Engineer, Cloud Technology Solutions

AUG 2018 – JUL 2019

- Delivered cloud migrations to Google Cloud Platform and AWS, planning cutovers and validating services to minimise disruption to live workloads.
- Designed and built Kubernetes clusters and a container platform for application teams, enabling consistent deployment and operation of containerised services.
- Automated cloud infrastructure provisioning with Terraform using Infrastructure as Code best practices, improving repeatability and reducing environment drift across environments.
- Implemented CI/CD pipelines (Jenkins) to standardise build and release workflows, improving deployment reliability and shortening release cycles.
- Owned day-to-day Linux and networking operations (Ubuntu and CentOS), troubleshooting platform and runtime issues, performing root cause analysis, and restoring service availability.

KEY PROJECTS

GKE-based microservices platform (GFT), Manchester

AUG 2021 – AUG 2023

- Designed and operated **Kubernetes clusters (GKE)** supporting microservices-based applications in production
- Managed deployments using containerised workloads, ensuring scalability and reliability
- Troubleshoot issues across pods, services, and cluster networking
- Supported platform stability through **incident investigation and resolution**

Real-time data pipeline (GCP – Pub/Sub & Dataflow), Manchester

AUG 2021 – AUG 2023

- Built and maintained **real-time data pipelines using Pub/Sub and Dataflow**
- Enabled ingestion and processing of high-throughput data streams
- Integrated pipelines with **Cloud SQL and backend services**
- Troubleshoot performance and data flow issues across distributed systems

Terraform infrastructure across GCP & AWS, Manchester

AUG 2021 – AUG 2023

- Designed and provisioned infrastructure using **Terraform across multi-cloud environments**
- Built reusable modules to support consistent deployments across environments
- Managed infrastructure changes and resolved issues during provisioning and deployment
- Improved infrastructure consistency and reduced configuration drift

EDUCATION

BSc, University of Salford, Manchester

SEPT 2015 – JUL 2018

- First Class (Hons)
- Relevant coursework: distributed systems, operating systems, networking and software engineering.
- Completed individual and team projects that developed practical skills in Linux, system design, and programming (Java and Python, C#)