SYED MUATHAF AHMED

DevOps Engineer | MLOps Engineer

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Professional Summary

Results-driven DevOps / Systems Engineer with experience supporting and scaling IT infrastructure for a large furniture retail and logistics operation in the United States. Played a key role in building and maintaining the foundational IT systems that support ecommerce, warehouse operations, and last-mile delivery.

Led technical implementation and ongoing support of the DispatchTrack delivery management platform, enabling real-time delivery tracking for customers and internal teams. Delivered a smooth, reliable delivery portal featuring GPS tracking, driver profiles, truck information, delivery status updates, and photo proof of delivery, significantly improving operational visibility and customer experience.

Actively contributed to the company website, backend systems, and internal IT environment, ensuring high availability, performance, and security. Collaborated closely with operations, logistics, and management teams to translate business needs into scalable technical solutions. Known for building strong system foundations, optimizing workflows, and supporting business growth through reliable DevOps and systems engineering practices.

Professional Experience

DevOps Engineer/ Systems Engineer
Mega Furniture Bell LLC - Phoenix, AZ
August 2023 - Present

- Designed, built, and maintained the core IT and systems infrastructure, laying the technical foundation to support retail operations, ecommerce platforms, warehouses, and delivery logistics.
- Led the implementation and ongoing management of the DispatchTrack delivery management platform, enabling seamless last-mile delivery operations across multiple locations.
- Developed and supported a customer-facing delivery tracking portal, allowing customers and internal teams to:
  - Track deliveries in real time using GPS
  - View driver information, truck details, and delivery status
  - Access photo proof of delivery for transparency and issue resolution
- Integrated DispatchTrack with internal systems and workflows to ensure accurate data flow, real-time updates, and operational efficiency.
- Supported and enhanced the company website, backend services, and hosting environment to ensure high availability, performance, and security.
- Managed servers, networks, and cloud/on-prem infrastructure, ensuring system reliability and scalability as business operations expanded.
- Collaborated closely with operations, logistics, warehouse, and leadership teams to translate business requirements into technical solutions.
- Provided hands-on IT systems support, troubleshooting hardware, software, and network issues across corporate and warehouse environments.

- Implemented monitoring, backup, and security best practices to protect business-critical systems and customer data.
- Played a key role as an engineer in building systems from the ground up, establishing processes, documentation, and standards for long-term stability and growth.

Key Projects

- Sales Forecasting Model: Built a Python-based model to forecast monthly sales by category, improving inventory planning accuracy by 25%.
- Inventory Optimization Dashboard: Developed Power BI dashboards showing stock aging and reorder points, reducing overstock by 18%.
- Digital Campaign Analysis: Analyzed user journeys and conversion funnels to guide paid ad strategy, increasing ROI by 30%.

Technical Skills

DevOps & MLOps

- Docker, Docker Compose
- Kubernetes (deployment, scaling, monitoring)
- CI/CD Pipelines (GitHub Actions, GitLab CI, Jenkins)
- Infrastructure as Code (Terraform, CloudFormation)
- MLOps pipelines (model deployment, versioning, monitoring)
- Model serving & automation (REST APIs, containerized models)

Cloud Platforms

- AWS (EC2, S3, IAM, VPC, RDS, EKS, CloudWatch)
- Cloud architecture, cost optimization, scalability & security

Systems & Infrastructure

- Linux/Unix system administration
- Server provisioning, configuration & hardening
- Networking (DNS, TCP/IP, Load Balancers, Firewalls, VPNs)
- On-prem & cloud hybrid environments

Monitoring, Logging & Reliability

- Prometheus, Grafana
- ELK / OpenSearch stack
- CloudWatch & system monitoring
- Alerting, uptime monitoring, incident response

Automation & Scripting

- Bash / Shell scripting
- Python (automation, APIs, ML workflows)
- Infrastructure automation & job scheduling

Version Control & Collaboration

- Git, GitHub, GitLab

- Agile / DevOps collaboration practices

Web & Application Support

- Web servers (Nginx, Apache)
- Application deployment & performance optimization
- Backend service integration & APIs

Security & Compliance

- IAM & access control
- Secrets management
- Backup, disaster recovery & data protection
- Security best practices for cloud & containers

Education

Master of Science in Artificial Intelligence (Pursuing)
University of the Cumberlands, Williamsburg, Kentucky, USA – 2026

Master of Science in Information Technology (Graduated)
University of the Cumberlands, Williamsburg, Kentucky, USA - 2024

Bachelor of Engineering in Civil Engineering
Osmania University, Hyderabad, Telangana, India - 2021

Soft Skills

Analytical Thinking | Communication | Problem Solving | Attention to Detail
Cross-Functional Collaboration | Time Management | Business Acumen