

Ali Nazari

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22/01/1996 . Tehran, Iran

DevOps Engineer

Results-driven DevOps Engineer with 6 years of experience optimizing system reliability, observability, and efficiency in cloud and on-premises environments. Managed an average of 100 incidents monthly by implementing automated remediation and proactive monitoring, reducing downtime and enhancing service quality. Collaborated closely with SRE teams to drive continuous improvement, leading to a 20% boost in operational efficiency through automation and best-in-class DevOps practices.

PROFESSIONAL EXPERIENCE

Mobile Telecommunication Company of Iran (MCI)

Feb 2022 - Present

DevOps Engineer

- Deployed and monitored 50+ servers, 20 microservices, 15 cloud-native applications, and 5 payment gateways—supporting 1M+ daily OTP messages and 10 e-commerce integrations—achieving 99.9% uptime via proactive monitoring and alerting (Prometheus, Grafana, OpenTelemetry).
- Leveraged DevOps best practices to diagnose and resolve complex network issues, preventing a 5% decrease in payload throughput by refining system architecture and reducing technical debt.
- Orchestrated 20+ change requests (CRs) with minimal downtime by employing Infrastructure as Code (Terraform, Ansible) and automated CI/CD pipelines (Jenkins/GitLab CI), limiting outages to under 240 minutes and ensuring compliance.
- Built and optimized data pipelines (Python/ML) to enhance error analysis and forecasting, improving data accuracy by 30% and enabling data-driven decisions for real-time operations.
- Implemented a custom, observability-driven incident management system to automate ticket workflows, reducing resolution times by 50% and average handling time by 35%, boosting team efficiency by 30%.

Pasargad Arian Communication Company (FANAP)

Jun 2021 - Feb 2022

DevOps Engineer

- Built an automated incident queue management pipeline, reducing system/network load by 20% through intelligent resource allocation and streamlined alerting.
- Continuously monitored and maintained a diverse ecosystem of IT infrastructure, including cloud-based services, Kubernetes clusters, microservices, network circuits, virtualized resources, and hybrid LAN/WAN environments using Prometheus, OpenTelemetry, and ELK Stack.
- Implemented continuous analysis for critical alarms, integrating alerting scripts and dashboards to ensure uninterrupted service availability.
- Automated provisioning of infrastructure (5% reduction in manual tasks) using tools like Terraform and Ansible, boosting deployment efficiency.
- Established robust DR pipelines and backup processes to safeguard business continuity and minimize data loss.
- Executed 30+ change requests via CI/CD workflows (Jenkins/GitLab CI) with zero incidents—relying on automated testing, rollback planning, and detailed technical scripting.

Tejarat Ariya Mihan

Jun 2016 - Mar 2018

IT Support Specialist

- Performed root cause analysis (RCA) on recurring system and infrastructure issues, implementing automated remediation solutions and reducing repeat incidents by 30%, enhancing system reliability.
 - Provided technical support for internal IT operations, assisting cross-functional teams (SRE, DevOps, and Security) to maintain seamless infrastructure performance and service continuity.
 - Deployed advanced remote support tools across the organization, resulting in a 25% decrease in on-site support requests, streamlining operations and enhancing efficiency for IT teams.
 - Developed and maintained a centralized knowledge base for system incidents, playbooks, and automated runbooks, reducing troubleshooting time on recurring issues by 20%.
 - Resolved 100+ user-reported issues per week with a 95% first-call resolution rate.
 - Deployed and configured 100+ desktops and laptops annually, ensuring optimal performance.
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MILITARY SERVICE

- Completed mandatory military service in the Iranian Navy, Army (Artesh)

Jun 2019 - Mar 2021

EDUCATION AND TRAINING

Master of Science in Computer Engineering

Sep 2022 - Dec 2024

Islamic Azad University of Yadegar-e Imam

- Thesis: "Presenting a Data-oriented Task Scheduling Method in Distributed Systems"
- Proposed a novel scheduling algorithm to optimize resource usage in hybrid cloud-fog networks.
- GPA: 20/20

Bachelor of Science in Computer Engineering

Sep 2014 - Dec 2018

Islamic Azad University North Tehran Branch

Publications

- Beig Rezaei, M., & Nazari, A. (2025). A Review of Resource Management with a Task Scheduling Approach in Cloud and Fog Systems. Presented at the 21st National Conference on Applied Research in Electrical, Computer, and Biomedical Engineering, Shirvan, Iran.

Certifications

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| • <u>Certified Ethical Hacker (CEH)</u> | Aug 2024 |
| • <u>Linux (LPIC 2)</u> | Jan 2025 |
| • <u>Linux (LPIC 1)</u> | May 2024 |
| • <u>CCNP and CCIE Enterprise Core ENCOR 350-401</u> | Jan 2025 |
| • <u>Cisco Certified Network Associate (CCNA)</u> | Jun 2024 |
| • <u>Certified Professional in Python Programming (PCPP)</u> | Aug 2024 |
| • <u>Python Programming for Beginners</u> | Jul 2024 |

VOLUNTEER EXPERIENCE

Tejarat Ariya Mihan

Jul 2024

- Completed mandatory military service in the Iranian Navy, Army (Artesh)

ADDITIONAL INFORMATION

Languages

- Persian (Mother tongue)
- English (IELTS overall 6.5 - Speaking 7.5)
- Turkish (Intermediate)

Technical skills

- Acquainted with SD-WAN, SDN, ACI, VXLAN, Infrastructure, Linux.
 - Network support, design and planning.
 - Well-versed in TOC and other products.
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