Mohammed Saaduddin Ansari

Principal Platform Engineer | Kubernetes, Internal Developer Platforms and Infrastructure as Code

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PROFESSIONAL SUMMARY

Platform engineer with 11+ years building the infrastructure and developer platforms that engineering teams ship on, across GCP, AWS and Azure. At LivePerson, as Principal Site Reliability Engineer, led an internal developer platform on Backstage and Crossplane for 50+ engineers and standardised LLM-assisted Terraform generation and security review, noticeably speeding up infrastructure delivery. Owned Kubernetes on GCP for SAP's product suite across 100+ environments, built CI/CD that cut a deployment cycle from 2 weeks to under 4 hours, and built GitOps release pipelines with Argo CD at EPAM. Writes infrastructure as code with Terraform, Crossplane and Ansible, enforces policy as code, and has led and mentored teams of 6 to 8 engineers.

CORE COMPETENCIES

Internal Developer Platforms • Kubernetes (GKE, EKS, AKS) • Terraform and Crossplane • CI/CD and GitOps •
Policy as Code and DevSecOps • Golden Paths and Self-Service • Observability • Technical Leadership

WORK EXPERIENCE

LivePerson Jun 2025 - Nov 2026
Principal Site Reliability Engineer *Hyderabad | Remote*

- Led an internal developer platform on Backstage and Crossplane for 50+ engineers, giving service teams self-service infrastructure through templates
- Standardised LLM-assisted Terraform generation and security review across the cloud engineering team, noticeably speeding up infrastructure delivery and reducing configuration drift
- Set multi-cloud governance and FinOps controls across AWS, GCP and Azure (tagging policies, reserved-instance planning, AI-assisted right-sizing) for a platform serving millions of customer interactions
- Built an AIOps pipeline on OpenTelemetry with ML anomaly detection and LLM-assisted incident response that groups 500+ daily alerts into actionable incidents, cutting on-call noise by 45% and MTTR by 50%
- Built AI agents for alert triage, incident investigation and runbook automation, with MCP servers for tool access, human approval before any action and evals on their output
- Connected LLMs to internal systems through the Anthropic, OpenAI and Gemini APIs using tool use, structured outputs and model routing between providers
- Mentored a distributed team of 8 cloud engineers through architecture reviews, code reviews and pairing on complex changes

SADA (An Insight Company) May 2022 - May 2025
Cloud Architect *Hyderabad | Remote*

- Designed multi-cloud AWS and GCP environments and built new GCP foundations from scratch for clients of a Google Cloud partner
- Made Terraform the standard for all new client projects, so every environment was built and changed as code
- Led client migrations to GCP from on-premises, Azure and AWS, including 100+ on-premises applications, reducing infrastructure costs by about 35%
- Designed the migration strategy that moved 200+ applications to AWS for another SADA client
- Built an AWS landing zone that kept client environments aligned with SOC 2 and HIPAA controls
- Architected a cloud security and compliance framework for a healthcare agency, helping it reach Authority to Operate (ATO)
- Architected multi-region, multi-cloud infrastructure on GCP and AWS for a Fortune 500 client, reaching 99.99% uptime
- Introduced LLM-assisted infrastructure workflows from 2023 for Terraform generation, security policy validation and PR review, speeding up delivery across 15+ client engagements
- Reduced client infrastructure costs by up to 40% through spend analysis, rightsizing and commitment-based discounts
- Designed disaster recovery for a critical banking system, reducing RTO from 4 hours to under 20 minutes and RPO from 1 hour to under 5 minutes
- Deployed AIOps incident management with ML anomaly detection and automated runbooks, reducing false alerts by 60% and mean time to detect from 15 minutes to under 3

EPAM Systems Nov 2021 - May 2022
Lead DevOps Engineer *Hyderabad*

- Built end-to-end release pipelines with GitHub Actions and ArgoCD, so configuration drift was detected and reverted automatically

- Created a reusable Terraform module library used across 3 client engagements, cutting environment provisioning from days to under 30 minutes
- Owned application migration across a cross-cloud, multi-cluster Kubernetes environment
- Led a team of 6 engineers delivering multi-cloud solutions, completing 4 major engagements with no critical production incidents

SAP Labs Jan 2020 - Nov 2021
Sr DevOps Engineer *Hyderabad*

- Owned Kubernetes clusters on GCP as Product Owner, built with Terraform, moving SAP's product suite from on-premises to Google Cloud across 100+ internal environments
- Built CI/CD with Jenkins, Spinnaker and Ansible for 400+ VMs, cutting the deployment cycle from 2 weeks to under 4 hours with zero-downtime releases
- Broke monolithic applications into containerised microservices with Docker as part of the move to Kubernetes
- Standardised monitoring with Prometheus and Grafana, reducing MTTR from 4 hours to 30 minutes

Deloitte USI Oct 2017 - Jan 2020
DevOps Engineer *Hyderabad*

- Automated deployments with Terraform and Ansible for 10+ enterprise clients, cutting provisioning from 2 days to 30 minutes
- Built Jenkins CI/CD pipelines supporting 50+ daily deployments with automated rollback
- Built VPC networks for test environments and managed GCP Cloud Storage access controls
- Led a team of 3 running monthly platform upgrades, and worked with engineering teams to fix recurring application issues

Infosys Jun 2015 - Oct 2017
DevOps Engineer *Pune*

- Automated Linux system administration with Bash and Python, saving 30+ hours of manual work a week
- Worked with the release management team to automate releases and troubleshoot deployment failures
- Supported the migration of 20+ client applications from on-premises data centres to AWS

EDUCATION

B.Tech, Computer Science and Engineering (CGPA 8.4) *Muffakham Jah College of Engineering and Technology, Osmania University* 2015
Hyderabad
Microsoft Student Ambassador Head and intern (2014-2015); Logistics Head, Computer Society of India; IEEE member

ADDITIONAL INFORMATION

Availability: immediate joiner; open to relocation to the UAE, Saudi Arabia and Qatar
Languages: English and Urdu (fluent)

TECHNICAL SKILLS

Platform engineering: Backstage, Crossplane, golden paths, self-service infrastructure, policy as code

Kubernetes and containers: Kubernetes (GKE, EKS, AKS), Docker, Helm, Istio, Cilium, Karpenter, Kasten K10

Infrastructure as code: Terraform, OpenTofu, Crossplane, Pulumi, Ansible, Packer, CloudFormation

CI/CD and GitOps: GitHub Actions, GitLab CI, Jenkins, Spinnaker, Argo CD, Flux CD

Security and compliance: IAM, OPA/Gatekeeper, Kyverno, HashiCorp Vault, SOPS, Doppler, cloud secret managers, SOC 2, HIPAA

Cloud: GCP (GKE, Compute Engine, Cloud Storage, Pub/Sub, Cloud Build, Cloud SQL, Cloud Functions), AWS (EKS, EC2, VPC, IAM, Lambda, RDS, S3, Route 53, MSK), Azure (AKS, Entra ID)

Observability: Prometheus, Grafana, OpenTelemetry, Datadog, Dynatrace, ELK, CloudWatch, Google Cloud Monitoring

AI coding tools: Claude Code, Cursor, GitHub Copilot, Gemini CLI, OpenCode

Operating systems and data: Linux administration, MySQL and PostgreSQL (working knowledge)

Languages: Python, Go, Bash