

ALI YAQOOB

Cloud Operations & Sr. Infrastructure Engineer

+1-647-278-3067 

Ali.Yaqoob@outlook.com 

99 Beechbank Crescent, London, Ontario, N6E 2P1 

SUMMARY

A results driven IT professional with strong expertise in cloud operations, infrastructure management, server engineering, and IT support. Experienced in scripting and programming to automate workflows, support infrastructure operations, and deliver scalable solutions aligned with business requirements. Known for rapid learning, analytical problem-solving, and maintaining performance in high-pressure environments. A collaborative and motivating leader with a strong team first mindset.

EDUCATION

Middlesex University

Bachelor of Science (BSc) Honors, Information Technology and Business information Systems. (2005 - 2009) -United Kingdom

Middlesex University

Foundation degree, Foundation year in Computer Science. (2003 - 2004) -United Kingdom

SKILLS

- Scripting & Automation (PowerShell, Bash).
- Cloud Operations (Azure, AWS, GCP, IBM Cloud).
- Infrastructure & Server Administration.
- Backup, Recovery & Disaster Recovery.
- Monitoring, Audit, Incident & On-Call Support.

CERTIFICATIONS

- Zerto Certified Professional (ZCP): Azure 8.0 – Zerto (Hewlett Packard Enterprise) | Issued Mar 2023
- Zerto Certified Associate – Zerto (Hewlett Packard Enterprise) | Issued Feb 2023
- AWS Certified Solutions Architect – Associate – Amazon Web Services (AWS) | Issued Apr 2021
- Microsoft Certified: Azure Fundamentals – Microsoft | Issued Apr 2021
- AWS Certified Cloud Practitioner – Amazon Web Services (AWS) | Issued Apr 2021

PROFESSIONAL EXPERIENCE

Cloud Operations Engineer II

ECI Software Solutions | March 2022 - Present (3 years 11 months)

- Managed multi cloud operations across 4 cloud platforms (Azure, AWS, GCP, IBM Cloud) supporting 5K+ virtual machines and production workloads across multiple environments.
- Supported and managed VMware and Microsoft Hyper-V across 3 data centers, maintaining 99.9%+ service availability for business-critical systems.
- Supported disaster recovery and data protection using Cohesity and Zerto, achieving RPOs under 30 minutes and successful recovery testing across all critical systems.
- Supported system reliability through on-call rotations and operational readiness activities, including creation of technical documentation for QA and SRE teams.

Senior Infrastructure Analyst

XE.com Inc. | January 2016 - March 2022 (6 years 3 months)

- Acted as key technical advisor to senior stakeholders during infrastructure and organizational changes
- Researched and implemented cloud cost optimization initiatives including scaling and right-sizing, reducing infrastructure costs by ~20% year-over-year.
- Led server lifecycle activities including hardware expansion, system upgrades, and configuration of operating systems, applications, and server roles for project-specific use.
- Configured and deployed new IT systems while supporting 24/7 global support through follow-the-sun ticket handling and on-call rotations.

Server Engineer

arvato UK | January 2010 - January 2016 (6 years)

- Administered and patched Windows-based server infrastructure using PDQ, managing user access, security policies, backups, and system performance across enterprise client environments.
- Supported infrastructure operations and technology deployments for largescale clients managing Zara, Renault and Slough Borough Council, Shell, Harley Davidson, Citroen, and Microsoft.