







Faizal Miah

DevOps Engineer

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ABOUT ME

DevOps Engineer with expertise in building secure, automated, and scalable cloud systems on AWS. Skilled in Infrastructure as Code with Terraform, and experienced in running containerized applications using Kubernetes and Docker. Proficient in designing and maintaining CI/CD pipelines (Jenkins, GitHub Actions, AWS CodePipeline) to streamline deployments and accelerate delivery. Strong focus on monitoring, reliability, and IAM best practices, with a passion for automation and continuous improvement.

PROFESSIONAL EXPERIENCE

Support Specialist, Tech World E1

2023 – Present

- Diagnosed and resolved hardware/software issues on smartphones, laptops, and tablets.
- Performed connectivity troubleshooting and system error resolution using diagnostic tools.
- Installed and configured operating systems, antivirus software, and productivity tools.
- Guided users through setting up email, cloud services, and performing system updates.
- Replaced components (e.g., screens, batteries) and handled precise device repairs.
- Assisted customers with inquiries, returns, and service requests in-store and remotely.
- Delivered support via phone and chat, logging cases into ticketing systems.
- Maintained inventory accuracy and recommended products based on user needs.
- Collaborated with team members to escalate complex cases and improve workflows.
- Trained new hires on technical tools, troubleshooting procedures, and customer service best practices.

Administrative Team Member,

2022 – 2023

Somerstown General Practice (NHS)

- Managed Electronic Patient Records (EPR) with strict adherence to GDPR and NHS data policies.
- Scheduled and coordinated patient appointments, including urgent bookings and waiting lists.
- Acted as the first point of contact for patient inquiries via phone, email, and in person.
- Liaised with medical staff to support referrals, prescriptions, and treatment coordination.
- Handled sensitive patient interactions with professionalism and discretion.
- Processed payments, updated records, and assisted with internal audits and reports.
- Contributed to staff training and maintained up-to-date administrative workflows.

KEY SKILLS

Linux

Networking Concepts

Bash

Git

Docker

Technical Troubleshooting

Remote Support Tools

Team Collaboration

Python – Scripting

Agile Methodologies

PROJECTS

Project 1 – Cloud-Hosted DevOps Portfolio

Deployed a personal portfolio website on AWS EC2 with a custom Cloudflare domain, secure Nginx hosting, and interactive UI linking to GitHub projects.

EDUCATION

DevOps Engineering Intensive Course,
CoderCo Academy

2025 – present | London

BTEC LEVEL 3 Business Management -
Distinction, Distinction, Distinction,
NewVic Sixth Form College

LANGUAGES

Bengali



English



Arabic

