SYAHMUL AZIZ

CLOUD INFRASTRUCTURE | PLATFORM ENGINEERING | AUTOMATION | AI SYSTEMS

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PROFESSIONAL SUMMARY

IT operations professional transitioning into cloud and AI platform engineering, with 10+ years across production support, incident response, systems monitoring, automation and public-sector ICT. Former IT Operations Manager experienced in leading L1/L2 operations and coordinating priority incidents. Recent hands-on work includes migrating and operating a multi-site AWS WordPress stack and engineering reliability controls for an AI-assisted WhatsApp sales application using Python, FastAPI, APIs, regression tests and automated deployment. Currently pursuing a Graduate Diploma in Systems Analysis at NUS-ISS and targeting Cloud Infrastructure, Cloud Operations, Platform and DevOps roles, with AI Platform Engineering as a longer-term direction.

CORE SKILLS

Cloud Infrastructure

AWS Lightsail | Route 53 | CloudFront | ACM | Linux | NGINX | MariaDB | Varnish | DNS | TLS/SSL

Platform & Delivery

Python | GitHub Actions | FastAPI | Streamlit | REST APIs | SQLite | SQL | Automated deployment | Staged cutover

AI Application Engineering

LLM tool calling | Agent workflows | Deterministic business controls | Human approval | Regression testing | Token instrumentation

Reliability & Operations

Incident/problem/change | P1 coordination | Monitoring | SLA management | RCA | L1/L2 operations | Runbooks

Automation & Governance

Bash | Google Apps Script | Power Automate | Workflow automation | PDPA/IM8 | Audit readiness | Process improvement

SELECTED ENGINEERING PROJECTS

AWS Multi-Site Infrastructure Modernisation - Independent Project | 2026

AWS Lightsail | Route 53 | CloudFront | Linux | NGINX | MariaDB | Varnish

- Designed and migrated three WordPress sites from shared hosting to a consolidated AWS Lightsail environment using Route 53, CloudFront, NGINX, Varnish, PHP and MariaDB.

- Performed staged file and database migrations with local hosts-file validation, DNS cutover, TLS activation and documented rollback paths.

- Diagnosed incomplete backups, PHP failures and a cross-host redirect loop using Linux and PHP logs, WP-CLI, MySQL, curl and direct DNS queries.

- Reduced one legacy site's origin TTFB from approximately 4.9 seconds to 0.75 seconds before caching; the canary site returned cached Varnish responses in approximately 40 to 55 milliseconds.

AI SalesOps - NUS-ISS Hackathon Team Project | 2026

Python | FastAPI | Streamlit | SQLite | WhatsApp Cloud API | LLM tool calling | GitHub Actions | AWS

- Contributed to a cloud-hosted WhatsApp AI sales agent application integrating FastAPI, Streamlit, SQLite, LLM tool calling and Python services for pricing, inventory, delivery, approvals and order creation; supported staging and deployment to AWS.

- Focused on multi-turn agent behaviour, human approval flows, trusted transaction state and regression testing; strengthened order creation so persistence, inventory deduction and delivery-capacity updates behave as one transactional operation.

- Instrumented the LLM gateway and traced excessive token use to fixed prompts, tool definitions and growing conversation and tool history; identified context reduction and deterministic orchestration opportunities.

PROFESSIONAL EXPERIENCE

Ministry of Education (MOE), Singapore

Jul 2024 - Jul 2026

ICT Manager (Contract)

- Automated equipment handover/takeover documentation with Google Apps Script, combining declarations and supporting images into standardised PDF records.

- Built Power Automate and Google Apps Script workflows to reduce repetitive administration and improve record consistency.

- Delivered a QR-based GovEntry visitor check-in workflow within one week of release to support school events and operational requirements.

- Managed account lifecycle, endpoints, technology assets and procurement under PDPA, IM8 and government requirements; troubleshot account, licence, device, network and vendor dependencies.

Xtremax, Singapore

Sep 2021 - Oct 2023

IT Operations Manager / Associate Operations Manager

- Managed IT operations and service delivery across six projects, tracking SLA performance and following through on service issues.

- Led L1/L2 teams and coordinated incidents, service requests, changes and escalations across customer and cloud-service environments.

- Acted as Incident Manager for P1 issues, coordinating investigations, root-cause analysis and corrective actions; strengthened proactive monitoring and operational controls.

Setsco Services, Singapore

Jan 2021 - Aug 2021

Information System Auditor

- Conducted Data Protection Trustmark assessments covering data handling, access controls, documentation and PDPA compliance; reported control gaps and recommended improvements.

Avensys Consulting, Singapore

Jan 2020 - Aug 2020

Software Developer

- Developed automation scripts for PEGA application dependencies and Bash workflows for file transfer, encryption and database-loading operations; supported environment setup and troubleshooting.

Xtremax, Singapore

Nov 2016 - Jul 2019

Network Operations Centre Manager (progressed from NOC Engineer)

- Led a five-person team supporting systems, networks and applications; oversaw monitoring, incident response, escalation and root-cause analysis.

- Developed SOPs and onboarding guides and supported ISO 27001 certification through operational documentation and compliance activities.

EARLIER TECHNICAL EXPERIENCE

Assistant Project Executive (Quality Control), ST Electronics (e-Services) | Dec 2015 - Aug 2016. Developed and quality-tested 35+ e-learning modules using Articulate Storyline 2.

Mobile & Web Application Programmer, Creative Studio 76 | Jul 2013 - Feb 2015. Built web, mobile and interactive prototypes using WordPress, WooCommerce, Leap Motion and Arduino.

EDUCATION & CERTIFICATIONS

- Graduate Diploma in Systems Analysis, NUS-ISS | 2026-2027 (In Progress)

- BSc in Information and Communication Technology, Singapore University of Social Sciences | 2017

- Diploma in Computer Engineering, Singapore Polytechnic | 2011 - SPINNOVEX Silver Award; Certificate in Business

- Microsoft Certified: Azure Fundamentals (2021) | ITIL Foundation (2018) | Practitioner Certificate in Personal Data Protection (2021)