

Shahzaib Khan

DevOps / Platform Engineer

Dayton, NJ | shahzaib.khan7434@gmail.com | (732) 925-7434 | [linkedin.com/in/shahzaib-khan](https://www.linkedin.com/in/shahzaib-khan)

SUMMARY

DevOps and platform engineer building AWS infrastructure, Terraform automation, and release pipelines for a 24/7 pharmacy benefit platform where downtime is not an option. Turns manual, ticket-driven operations into automated and self-service systems, and has owned multi-account migrations, automated patching, and cost work that cut spend by tens of thousands of dollars per month. Owns systems from design through on-call, documentation, PR review, and mentoring teammates.

TECHNICAL SKILLS

Cloud: AWS (EC2, S3, RDS, Lambda, Route 53, CloudWatch, CloudTrail, Secrets Manager, ElastiCache/Redis, EventBridge, IAM, Auto Scaling, ALB/NLB), multi-account architecture

Infrastructure as Code: Terraform (modules, remote state, drift detection), Packer, CloudFormation

CI/CD & Release: GitHub Actions, Octopus Deploy, Bamboo, Bitbucket Pipelines

Containers & Orchestration: Kubernetes, Amazon EKS, Rancher, kubectl, Helm, Docker, ECR

Observability & On-Call: New Relic (NRQL, alerting), PagerDuty, CloudWatch, Slack integrations

Scripting: Python, PowerShell, Bash

Practices: Canary and blue/green deployments, autoscaling strategy, cost optimization, incident response, change management (CAB), secrets management

EXPERIENCE

DevOps / Platform Engineer

RxSense

Apr 2025 – Present

Princeton, NJ

- Migrated roughly 15 environments from a single shared AWS account into separate non-production and production accounts over four months, untangling years of undocumented cross-account dependencies and cutting over each environment with about 30 seconds of downtime and no customer-facing disruption.
- Rebuilt the estate in Terraform as versioned, application-based modules, dropping new-environment provisioning from days of manual click-ops to about one hour and standardizing naming, tagging, and host bootstrapping across the fleet.
- Designed and built an automated AMI patching pipeline on EventBridge, GitHub Actions, and Packer with health-gated instance refresh across every environment, removing a standing offshore dependency and about three hours of after-hours on-call work per cycle while improving patch compliance.
- Reduced production compute spend by about \$30,000 per month (confirmed by leadership) through workload-matched instance rightsizing and request-based autoscaling, and cut non-production spend by about \$54,000 per year, all with zero downtime.
- Co-leading a canary migration of core applications from .NET Framework 4.8 to .NET 10 using weighted load balancing and feature flags, with a dual-runtime AMI that avoided duplicating production infrastructure.
- Built a self-service tool that lets a non-technical file-management team onboard client tenants through a guarded interface backed by scoped AWS and GoAnywhere permissions, removing 5 to 10 recurring DevOps tickets per week.
- Co-built an internal Kubernetes fleet-visibility platform that unifies Rancher and EKS data with independent anomaly detection, per-cluster cost views, and an assistant grounded in collected telemetry, now used across engineering and leadership.
- Serve on a four-engineer PagerDuty rotation for a no-downtime production platform, tune New Relic alerting to cut false pages, and act as subject matter expert for release automation and file management, training teammates and setting team standards.

Applications / Support Engineer

Crestron Electronics

Jul 2022 – Apr 2025

Rockleigh, NJ

- Provided post-sales technical support to certified dealers, resolving complex hardware, software, and configuration issues down to source code. Promoted into Premier Support for top-tier clients, owning escalations and feeding product and quality feedback back to engineering.

Sales Engineer

Johnson Controls

Jun 2021 – Jun 2022

Rockaway, NJ

- Assessed customer requirements and negotiated proposals for code-compliant fire and life-safety systems, coordinating across contractors, vendors, and project managers.

CERTIFICATIONS & EDUCATION

AWS Certified Solutions Architect – Associate (in progress, expected 2026)

B.S. in Mechanical Engineering – New Jersey Institute of Technology, 2021