

Muutassim Mukhtar

Site Reliability Engineer

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Summary

I am an Infrastructure engineer with a strong software engineering background, focused on improving system observability using SRE principles to enhance reliability. I have experience with observability frameworks, AWS services, Linux (advanced), and I am skilled in DevOps engineering.

I have built and maintained CI/CD pipelines and automated infrastructure using Terraform and AWS CloudFormation. I have a solid understanding of how to connect development and operations to drive system efficiency. I am currently exploring the Linux kernel to better understand distributed system performance and identify opportunities for optimization

KEY SKILLS

Observability: OpenTelemetry, eBPF, Perf, APM, Synthetics, SLOs. Software Development: Golang, Node.js. Platforms & systems: Linux (Advanced), Distributed Systems and Consensus AWS, GCP, DigitalOcean, Heroku Tools: Docker, Kubernetes, Helm, Terraform, CloudWatch, ELK, Prometheus CI/CD: GitHub Actions, CodeBuild, Jenkins Debugging: CPU, Memory, Disk, Network, Kernel-level Profiling

Experience

Senior Site Reliability Engineer, May 2024-Present

MTN Nigeria, Lagos (Hybrid)

- Instrumented selected applications using OpenTelemetry SDKs and Metricbeat for database metrics collection; forwarded logs and telemetry data to Elastic and Signoz for correlation and analysis.
- Built a custom Node.js APM agent that automates tracing by wrapping the OpenTelemetry API, eliminating the need for manual instrumentation.
- Managed and supported Tanzu Kubernetes clusters, assisting in cluster health monitoring and resource optimization.
- Helped troubleshoot application and infrastructure performance issues, including network latency and throughput bottlenecks, across Linux and Windows-based environments.
- Assisted in defining and implementing SLIs (Service Level Indicators) and SLOs (Service Level Objectives) for critical services, using telemetry data and error budgets to guide reliability efforts.

Site Reliability Engineer, April 2024 - May 2025

Interswitch Group, Lagos (Hybrid)

- Debugged and fixed issues with Docker not realizing inodes properly
- Created monitoring dashboards and indices for observability across Windows and Linux environments
- Wrote a script in tcl and Terraform to automate the management of F5 BigIP iRules for traffic Routing

- Collaborated with development teams to ensure smooth integration of manual instrumentation across Java and C# applications with minimal impact on production systems.
- Configured and fine-tuned OpenTelemetry collectors for optimized metrics and trace data collection from a Java app
- Deployed multiple Kafka clusters, ensuring high availability and efficient resource utilization.
- Build a full-stack application as an internal tool. Utilized tech: JS,CSS,HTML and Golang

DevOps Engineer, Jan 2023- July 2024

Sankore Investment, Lagos (Hybrid)

- Developed and maintained Infrastructure-as-Code (IaC) using Terraform modules to manage Kubernetes clusters on EKS and provision infrastructure components such as load balancers, storage, and networking on AWS
- Developed and implemented Helm charts to streamline release management.
- Engineered a CI/CD pipeline with AWS CodeBuild to enable smooth and automated deployments.
- Overseeing application deployments and managing CI/CD pipelines.
- Conducting capacity planning, monitored resource utilization and fine-tuned cloud resource allocation to optimize performance and costs.
- Participating in on-call rotations, leading incident response and postmortems, coordinating teams to minimize downtime, resolve root causes, and reduce incident frequency
- Monitoring system health and performance metrics including error rates, resource utilization, and endpoint availability

Application Engineer, June 2020 - Jan 2023

Engie Energy Access, Lagos (Remote)

- Collaborate with domain experts and software engineers to resolve complex technical issues and provide input to enhance the performance and reliability of the systems.
- Create strong serverless infrastructures and automate business logic processes using AWS Lambda, EC2, VPC, Route 53, Bash, and other technologies to ensure secure, efficient, scalable, and cost-effective operations.
- Maintain the stability of transactions, and troubleshoot application issues in all environments.
- Analyzing and monitoring system performance, creating and maintaining technical documentation, identifying and escalating critical issues to management, and improving customer support processes.
- Perform validation health checks, and administrative and middleware technical support to application development teams during production deployments

IT Officer (NYSC Intern), September 2019 - July 2020

NPA, Lagos (Onsite)

- Respond to requests for technical assistance in person, via phone, electronically
- Installs and configures hardware like printers, scanners, UPS, photocopier Machine, Modem, and application software.

Education

Bsc. Computer Science 2014 - 2018

Institut Supérieur de Formation Professionnelle (ISFOP BENIN UNIVERSITY)