

Mohammad Syazwan Zakaria

ENGINEERING & CLOUD INFRASTRUCTURE LEADER

Cloud & Platform Strategy | Security, Governance & Compliance | Operational Excellence | FinOps & AIOps

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EXECUTIVE PROFILE

Engineering leader with 14 years across telecommunications, healthcare and SaaS, spanning hands-on SRE through team leadership, governance and regulator-facing delivery. Led the SRE and DevOps team at CelcomDigi, Malaysia's largest telco, owning incident, change and crisis management end to end; previously led vendor-side delivery of the MyDigi platform with direct SLA accountability to the client and MCMC, and served on the change-management steering committee with the Ministry of Health while leading data migration for the nationwide PhIS rollout. Currently directs production operations for Ideagen, a GovTech and FinTech SaaS company: AIOps adoption, governance of a 100+ account AWS estate, and multi-framework compliance (ISO 9001/27001, UK GDPR, FedRAMP Moderate / NIST SP 800-53, MHRA, FCA, AS9100 series) in partnership with the Product Head. AWS Certified Solutions Architect (Professional); pursuing ISO/IEC 27001 and CISSP. Patent holder for zero-downtime RDS scaling.

SELECTED CAREER ACHIEVEMENTS

- Led the SRE and DevOps team at CelcomDigi, cutting P1 incident duration by ~35% across 20+ critical services with Dynatrace Davis AI and automated runbooks.
- Reduced alert noise by ~40% at Ideagen with AI-assisted triage built on AWS Bedrock, improving MTTR for on-call teams across APAC.
- Governs an AWS estate of 100+ accounts with production workloads on EKS and ECS Fargate; surfaced ~USD 72,000/month in cloud savings through a Trusted Advisor review.
- Implemented enterprise-grade AWS SSO (IAM Identity Center) and Control Tower guardrail policies across the multi-account estate.
- Built a FinOps function from scratch at CelcomDigi, covering cost governance, showback/chargeback and budget alerting.

GOVERNMENT & REGULATED-SECTOR EXPERIENCE

- **Public healthcare (Ministry of Health):** served on the change-management steering committee with MOH and led data migration for PhIS, the pharmacy and hospital information system implemented across 13+ hospitals and clinics nationwide, one of the first systems successfully rolled out nationwide for the Ministry (Strateq, 2011–2019).
- **National telecommunications:** reliability, CAB change governance and crisis management for critical national infrastructure at CelcomDigi, plus MCMC security-posture reporting for ASP, CASP and MNP licensing on the MyDigi platform (Tech Mahindra).
- **Compliance-driven SaaS:** audit-ready AWS controls at Ideagen, including Control Tower guardrail policies, Backup Vault Lock in Compliance mode, least-privilege IAM and fully logged automation.
- **International compliance frameworks:** ISO 9001, ISO 27001 and UK GDPR work alongside the Product Head at Ideagen; FedRAMP Moderate operations meeting NIST SP 800-53 controls; MHRA- and FCA-regulated products; UK airline customers on AS9100/AS9110/AS9120.
- **UK and Australian public sector:** platforms in production serve UK GovTech and military-asset management customers, plus sectors under Australian government regulation, including mining, schools and aged care.
- **Public-sector readiness:** ITIL service management, security controls aligned with ISO/IEC 27001 (certification in progress), PDPA-aware data protection, formal runbooks and audit evidence.

CORE LEADERSHIP COMPETENCIES

Engineering Leadership & Team Management · Cloud & Infrastructure Strategy · Operational Excellence & SRE · Security, Governance & Risk · Regulatory & Compliance Management · FinOps & Cost Optimisation · Vendor & Client SLA Management · AI-Driven Transformation

TECHNICAL EXPERTISE

IT service management: ITIL (Incident, Change/CAB, Problem, Crisis), SLO/SLI and error budgets, post-mortems, release governance, audit readiness, runbook and documentation standards

Security & compliance: SentinelOne, Rapid7 InsightVM, GuardDuty, Security Hub, WAF, Trivy/ECR image scanning, IAM least privilege, AWS SSO (IAM Identity Center), Control Tower guardrails, AWS Backup Vault Lock, vulnerability management

Compliance & standards: ISO 9001, ISO 27001, UK GDPR, FedRAMP Moderate (NIST SP 800-53), MHRA, FCA, AS9100/AS9110/AS9120, PDPA, MCMC licensing (ASP, CASP, MNP)

Cloud & containers: AWS (EKS, ECS Fargate, EC2, RDS, Lambda, EventBridge, SSM, ALB, CloudFront, IAM, VPC, Route 53), Azure Monitor, Kubernetes, Helm, HPA/KEDA, Karpeneter, Docker

SRE & reliability: incident command, error budgets, runbooks, on-call toil reduction, capacity planning

IaC & CI/CD: Terraform, CloudFormation, Bitbucket CI/CD, GitOps, Python, Bash, YAML/JSON

Observability: New Relic, Dynatrace (Davis AI), Prometheus, Grafana, OpenTelemetry, CloudWatch, Cribl Edge, OpsGenie

FinOps: Cost Explorer, Savings Plans, Reserved Instances, Spot, rightsizing, scheduled scaling, showback/chargeback, budget alerting

AI & LLM operations: AWS Bedrock, LLM prompting and multi-agent workflows, local LLMs (Ollama, Qwen, Devstral)

Databases: PostgreSQL, MySQL, RDS Blue/Green deployments, PgBouncer, Redis

INTERNAL TOOLS BUILT (IDEAGEN)

CloudOps AI incident-triage console. Multi-agent console over New Relic and Azure Monitor telemetry, built in Python on AWS Bedrock. It writes into Jira/RCA workflows only after human approval, and is used by on-call engineers across APAC. Contributed to the ~40% alert-noise reduction.

Self-healing automation. CloudWatch-triggered SSM automations for instance recovery, disk cleanup and scheduled scaling, covering the most repetitive runbooks. Every run is recorded in SSM execution history for audit.

EKS Fleet Management. Portable, licensed application for operating EKS clusters across the multi-account estate from a single tool.

Aether AI FinOps. Pulls Cost Explorer and Trusted Advisor data across AWS accounts, flags idle and oversized resources, tracks rightsizing and Spot/RI actions, and reports showback by team for engineering and finance.

SecOps Duck. Combines several SecOps tools in one application: GuardDuty and Security Hub findings alongside SentinelOne and Rapid7 InsightVM agent coverage, with remediation progress, solutions and overall security posture tracked in one place. A core piece of the team's AI transformation agenda.

EXPERIENCE

Senior SRE / Cloud Engineer (Observability & AIOps), Ideagen ICT Sdn Bhd

Feb 2024 – Present

GovTech and FinTech SaaS for governance, risk and compliance; audit-driven environment

- Own SLOs/SLIs, error budgets and alerting standards for a 20-engineer SRE and cloud team across APAC production; lead incident war-rooms and post-mortems to cut repeat incidents.
- Work closely with the Product Head to keep applications compliant with ISO 9001, ISO 27001 and UK GDPR, including life-science and healthcare products under MHRA requirements and financial products under the FCA.
- Operate in a FedRAMP Moderate environment meeting NIST SP 800-53 controls, and support aviation customers, including major UK airlines, that require AS9100/AS9110/AS9120 compliance.
- Run the platforms behind compliance products for UK GovTech and military-asset customers, and for Australian-regulated sectors covering mining, schools and aged care.
- Lead AIOps adoption with New Relic AI and custom LLM prompting on AWS Bedrock, cutting alert noise by ~40% and improving MTTR for on-call teams.
- Govern security across 100+ AWS accounts: enterprise AWS SSO (IAM Identity Center), Control Tower guardrail policies, least-privilege IAM, and remediation of GuardDuty, Security Hub, Rapid7 and Trivy findings routed to service owners.
- Define the data-protection and change-governance standards: AWS Backup Vault Lock in Compliance mode with immutable retention, and production database changes through CAB backed by load-test evidence.
- Run the EKS and ECS Fargate platform with autoscaling and standardised tagging across metrics, logs and traces, and direct FinOps across the estate, with ~\$72,000/month in savings surfaced through a Trusted Advisor review.
- Own infrastructure as code through peer-reviewed CI/CD, author formal CloudOps runbooks with architecture diagrams, and set the OpenTelemetry instrumentation and service-health dashboard standards.

SRE Lead / Senior DevOps Lead, CelcomDigi Bhd

Mar 2022 – Jan 2024

Malaysia's largest telecommunications provider

- Led a five-engineer SRE and DevOps team; integrated Dynatrace Davis AI anomaly detection with automated runbook execution, cutting P1 incident duration by ~35%.
- Owned ITSM end to end (Incident, Change/CAB, Problem and Crisis management), including P0 war-room facilitation and event-management ownership.
- Defined and governed SLOs/SLIs for 20+ critical services and led error-budget conversations with product owners and engineering leadership.
- Designed and ran the Kubernetes platform for 50+ microservices: cluster lifecycle, RBAC, network policies and multi-tenant namespaces, with governed Docker build/publish and image scanning.
- Built and led a new FinOps function covering the cost-governance framework, showback/chargeback reporting and budget alerting.
- Standardised alerting, on-call and post-incident practice across squads, feeding recurring issues into a Problem-management backlog.
- Built Dynatrace service-level dashboards for engineering leadership and used error-budget burn to guide release decisions.
- Partnered with product owners on release readiness, change windows and rollback plans through the CAB process.

Lead SRE, Tech Mahindra Sdn Bhd

Feb 2021 – Mar 2022

MyDigi mobile app platform, delivered for Digi (now CelcomDigi)

- Led end-to-end solutioning for the MyDigi platform and acted as incident manager, driving every incident through to resolution and delivery.
- Motivated and coordinated a five-engineer delivery team in India to keep MyDigi and all downstream SLAs and SLOs not just met but exceeded, securing contract continuation and protecting the Digi (now CelcomDigi) brand.
- Covered SecOps for the platform: drove security remediation and fixes, verified firewall rules were set correctly, and reviewed downstream configurations so the whole fleet held a standard industry security posture.
- Reported security posture to MCMC in support of the ASP, CASP, MNP and other licence and regulatory requirements.
- Supported production releases and on-call for the MyDigi backend.

Application Support Engineer L3 (Cloud & Platform), Aleph Lab Sdn Bhd

Sep 2019 – Nov 2020

Digi mobile app production support

- Ran L3 cloud and platform support in a three-engineer team for the Digi app on AWS, covering the full RDS lifecycle (migration, upgrades, failover, backup), capacity planning and forecast modelling, and designed a fraud-detection algorithm.

Senior System Support Engineer, Strateq Group Sdn Bhd

Jun 2017 – Jun 2019

Healthcare HIS/HL7 integrations, Malaysian public hospitals

- Led an eight-person team supporting 37D, a hospital information system product, covering HIS/HL7 application integrations, data forensics, defect triage and business-continuity planning.

Earlier career

2011 – 2017

- Web Developer (Wanshah Design); Application Specialist and Data Migration Team Lead (CMG Online); Application Support Engineer (Strateq Health), supporting Fisicien, used in multiple major Malaysian hospitals. Led data migration for the nationwide PhIS rollout across 13+ hospitals and clinics and served on the change-management steering committee with the Ministry of Health; Oracle ERP integration, HL7 messaging and Agile team leadership.

CERTIFICATIONS, RECOGNITION & R&D

- AWS Certified Solutions Architect – Professional and Associate
- ITIL v3 Foundation; in progress: ISO/IEC 27001 (ISMS), CISSP and ITIL v4 Foundation
- Patent holder: RDS horizontal automated scaling with 0% downtime
- Run a self-hosted LLM lab (Qwen3 235B on Ollama) on-premises to prototype private AIOps workflows

EDUCATION & LANGUAGES

Diploma in Hospitality, Tourism and Hotel Management, First Class Honours, Universiti Teknologi MARA (UiTM), 2011

English (professional) | Bahasa Malaysia (native)