Muhammad Rafay Hassan

Senior Support Engineer

Results-driven Support person with hands-on experience in managing large-scale Linux server infrastructures and delivering technical support in cloud-based environment with strong expertise in automation and orchestration through Docker, Kubernetes. Skilled in working with relational and NoSQL databases including MySQL, MariaDB. Adept in managing web servers such as NGINX and Apache across major cloud platforms including AWS, Google Cloud Platform (GCP), Vultr, and DigitalOcean.

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WORK EXPERIENCE

Senior Support Engineer
Digital Ocean
03/2025 - Present
Achievements/Tasks

– Provide support to premium customers over Slack, Live chat and Zendesk tickets.
– Maintain detailed records of website migrations and implement best practices to optimize and improve the migration process
– Conduct weekly reviews of chat and ticket logs to identify recurring issues and propose actionable improvements to the DevOps team.
– Manage and troubleshoot advanced infrastructure issues on Cloudways, escalating to Team Leads when required.
– Deliver foundational technical training sessions to junior staff to enhance their knowledge and performance.
– Provide support and guidance to junior team members by assisting with their chat and ticket handling.
– Enabled effective communication between teams to support issue resolution for customers and platform operations

Support Engineer
Digital Ocean
09/2022 - 03/2025
Achievements/Tasks

– Maintain uptime service level agreements (SLAs) for high-paying customers.
– Administer Kubernetes environment, including deploying applications, managing pods, configuring Redis and LiteSpeed and setting up Ingress
– Monitor and react to different abuse reports (Slack and emails, etc.) in close coordination with different teams.
– Be able to automate any procedure with the current operations that can save time of team.
– Convert complex chat queries of customers to tickets when needed.
– Perform complex web migrations.
– Provide best support and solutions to our Customers through tickets, chat, emails, Premium Slack etc

Support Engineer
Cloudways (Gaditek)
02/2021 - 09/2022
Achievements/Tasks

– Handle abuse-related cases, ensuring prompt response and compliance with platform policies and security standards.
– Address and resolve client incidents and service requests with effective investigation, triage, and resolution while adhering to defined SLAs.
– Manage end-to-end migration of customers' e-commerce applications, primarily based on WordPress and Magento.
– Monitor, log, and troubleshoot various network-related issues to ensure optimal infrastructure performance and uptime.
– Administer and maintain a fleet of approximately 10,000 Linux-based servers within the Cloudways infrastructure.

EDUCATION

BS (Computer Sciences) 2016 - 2020

SKILLS

Skill	Level
Docker	●●●●●
Kubernetes	●●●●●
MYSQL	●●●●●
Elastic Search	●●●●○
Maria DB	●●●●●
AWS	●●●●○
GCP	●●●●○
Cloudflare	●●●●●
NGINX	●●●●○
Apache	●●●●●
C++	●●●●○
PHP	●●●●●
Bash	●●●●○
Jira	●●●●○
Zendesk	●●●●●
Email Client Configuration	●●●●●
Network Fundamentals (TCP/IP, DNS, DHCP, VPN)	●●●●●
Linux (Debian)	●●●●●
wordpress	●●●●●
wp-cli	●●●●●