

Umair Shahid

Engineering & IT Operations Leader | Cloud, DevOps & Product

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SUMMARY

Engineering and product leader with a rare mix of deep DevOps/SRE expertise, product ownership, and business fluency (M.Sc. plus MBA). Leads a team of 5 operating 40+ Kubernetes environments across multi-cloud and on-premises, reporting to the CTO and COO. Owns the IT-operations roadmap end to end, from reliability engineering (SLOs, error budgets, container security) to customer-driven delivery, and applies AI across product discovery and DevOps automation to move faster with less risk.

SELECTED ACHIEVEMENTS

- Sustained >99.9% uptime across 40+ Kubernetes environments on multi-cloud and on-premises infrastructure.
- Delivered BSI and VS-NfD compliant on-premises deployments for German public sector clients, owning the compliance roadmap and requirements.
- Established a FinOps practice that cut cloud spend ~30% through rightsizing, resource optimization, and multi-cloud consolidation.
- Accelerated engineering delivery org-wide by building a centralized CI/CD platform with GitOps self-service deployments, cutting build times ~40% and freeing teams to ship independently.

EXPERIENCE

Conceptboard GmbH, Stuttgart, Germany Oct 2022 – Present

IT-Operations Team Lead & Product Manager Oct 2024 – Present

- Owned the product roadmap and backlog for IT Operations, prioritizing features from customer feedback and aligning delivery with business KPIs and stakeholder needs across Product, QA, and leadership.
- Drive product management for BSI and VS-NfD compliance, defining requirements and roadmap so on-premises deployments meet German public sector security standards for handling classified (VS-NfD) data.
- Led on-premises product operations: drove quarterly releases and expanded deployment models (Docker Compose, Kubernetes, VM-based), and delivered infrastructure for high-priority public sector clients on aligned timelines.
- Led a team of 5 engineers owning day-to-day operations, on-premises customer support, production deployments, and developer enablement; reported directly to the CTO and COO.
- Defined SLOs and SLIs (uptime, latency, error rates) and introduced error budgets, sustaining >99.9% uptime and driving data-driven product and operational decisions.
- Designed a container security framework to identify, assess, and track vulnerabilities, with escalation workflows and customer notification across cloud and on-prem environments.
- Managed 40+ Kubernetes environments across multi-cloud platforms, and co-designed a CD system with the Chief Architect (cluster-isolated secrets, high availability, multi-AZ, GitOps self-service) with SBOM-based license scanning for continuous compliance.

Cloud / DevOps Engineer Oct 2022 – Oct 2024

- Built a centralized CI pipeline framework using Docker-in-Docker, integrating SAST, optimizing builds with registry caching, and migrating builds from Kaniko to BuildKit.
- Managed 40+ Kubernetes clusters across AWS, IONOS, and Stackit, with monitoring and alerting via OpenSearch (ELK stack).
- Provisioned cloud infrastructure with Terraform: databases, managed Kubernetes clusters, and object storage across dedicated and public environments.

- Built ELT pipelines with Meltano on Kubernetes, scheduling cronjob-based extraction into a data warehouse for BI workflows; developed a Ruby-based pipeline metrics service.
- Deployed auto-scaling GitLab CI runners on Kubernetes for parallelized builds, and provisioned infrastructure for an external QA team to run automated regression tests at scale.

Zentrum für Angewandte Luftfahrtforschung (ZAL), Hamburg, Germany

Jul 2021 – Sep 2022

Software Engineer

- Collaborated with Airbus on Time-Sensitive Networking (TSN), developing a Python configuration automation tool for TSN-capable devices supporting IEEE 802.1Qbv for deterministic, real-time communication.
- Migrated on-premises VM workloads to AWS EKS using Terraform for provisioning and scalable containerized deployments.

CORE SKILLS

Leadership & Practices: Team leadership & mentoring, DORA metrics, FinOps / cloud cost optimization, incident management & postmortems, SLO/SLI & error budgets, stakeholder management, developer experience (DevEx)

Product Management: Product ownership, roadmap & backlog management, Agile (Scrum/Kanban), SDLC definition, PRDs & requirements, prioritization frameworks (RICE/MoSCoW), user stories, value proposition canvas, discovery & customer feedback, public sector delivery

AI & Automation: AI-assisted product management (PRD generation, ticket enrichment, value-canvas workflows), agentic AI workflows, AI-driven DevOps & compliance automation (AIOps), LLM tooling & prompt engineering

Cloud & Infra: AWS (EKS/ECR/S3), IONOS, Stackit, Kubernetes (managed & on-prem), Docker & Docker Compose, multi-AZ / HA design

DevOps & CI/CD: GitLab CI, GitOps, Terraform (IaC), Helm, BuildKit, Docker-in-Docker, auto-scaling runners

Security & Compliance: Container security & vulnerability management, SBOM & license scanning, SAST, SSO/2FA/RBAC, GDPR, ISO 27001, BSI IT-Grundschutz, VS-NfD (classified data handling)

Observability & Data: OpenSearch / ELK, monitoring & alerting, ELT pipelines (Meltano), KPI dashboards

Programming: Python, Ruby · **Languages:** German (A2), English (C1)

EDUCATION

M.Sc. Information and Communication Systems (Secure & Dependable Software Systems)

Sep 2019 – May 2023

Hamburg University of Technology (TUHH), Hamburg, Germany

MBA, Technology Management

Oct 2022 – Oct 2024

Northern Institute of Technology Management (NIT), Hamburg, Germany

B.E. Electrical, Electronics & Communications Engineering

Oct 2015 – Aug 2019

Riphah International University, Rawalpindi, Pakistan