

Asif Shaikh

Senior Site Reliability Engineering & IT Leader

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SUMMARY

Vice President, Senior Lead SRE at JPMorgan Chase, running a global SRE program for stability and resiliency on hybrid cloud (Pivotal Cloud Foundry, Kubernetes, AWS). 25+ years in production engineering, including 24/7 incident command for mission-critical financial systems. Former Director at First Data (now Fiserv), leading a global team of about 30. Still hands-on with multi-agent AI systems and serverless web apps.

CORE SKILLS

Site Reliability Engineering

SLOs and error budgets, observability and monitoring, resiliency engineering, capacity planning

Cloud & Infrastructure

AWS (incl. RDS), Kubernetes, Pivotal Cloud Foundry, microservices, cloud migration, Cloudflare Workers and Access, Linux/UNIX (Red Hat, AIX, HP-UX, Solaris), Windows, IBM z/OS

Languages & Data

Python, JavaScript/Node.js, Java, Bash, Korn shell, SQL, PL/SQL, PowerShell; Oracle, PostgreSQL, MS SQL Server, MySQL, DB2, IMS

Incident & Problem Management

Major incident command, root cause analysis, runbooks, 24/7 follow-the-sun support

Automation & CI/CD

CI/CD with Jenkins and Spinnaker, secrets management, Git/Bitbucket, BMC Control-M, CA-7, IBM Tivoli, ServiceNow, Jira, Informatica, LLM/AI agents and multi-agent orchestration

Leadership & Controls

Global teams of about 30, hiring and performance management, budgeting and resource planning, vendor management, Agile/Scrum, second-line-of-defense controls, data-at-rest encryption, secure managed file transfer

EXPERIENCE

JPMorgan Chase & Co.

Houston, Texas

Vice President, Senior Lead Site Reliability Engineer

Jul 2021 – Present

Risk and controls technology (second line of defense)

- Global SRE lead: run the SRE program for error budget adherence, delivering stability and resiliency for modern applications on hybrid cloud (Pivotal Cloud Foundry, Kubernetes, AWS).
- Own the program's budget and resource planning; set measurable goals tied to objectives from senior management and the operating committee.
- Engineering lead for cloud migrations: re-architected monolithic applications into secure, scalable microservices with automated resiliency in the public cloud.
- Enforced secure code promotion: code coverage and secrets-in-code controls in CI/CD with Jenkins and Spinnaker, plus Kubernetes secrets management.
- Led data-at-rest encryption for inbound API data, aligned with firm data retention and destruction controls.
- Agility lead across multiple scrum teams on two-week sprints (planning, retrospectives, backlog refinement in Jira).

VP, Engineering Manager, Global Tech Refresh

Aug 2016 – Feb 2017

Global Technology Infrastructure

- Managed about 30 engineers delivering the firm's data center strategy; completed SAN, NAS, and ESX virtual server migrations with zero production issues.
- Forecast headcount from capacity demand and location strategy; coordinated replacement of end-of-life hardware with business partners.

VP, Engineering Manager, Managed File Transfer

Feb 2015 – Aug 2016

Global Technology Infrastructure

- Built and mentored the team securing transmissions between external clients and internal applications (managed file transfer, SSH, PGP).
- Led migration and mass key and certificate projects with external clients, reducing systemic risk; added archiving for failed transmissions to prevent production impact.

Senior Associate, Incident Manager

May 2011 – Feb 2015

Global Incident Management

- Commanded high-priority incidents across the JPMorgan Chase footprint, partnering with all lines of business to triage and mitigate impact, and briefing senior business and IT leaders.

- Built new monitoring for a global funds-processing platform to catch issues that could jeopardize the Fed close (6:00 PM ET), with escalation guides for wires and Fed payments.
- Delivered a 24/7 incident management model covering network, distributed, mainframe, midrange, and data warehouse support; drove RCA and remediation to prevent recurrence.

Senior Tech Ops Production Engineer, Tech Ops Lead

May 2005 – May 2011

Card Services · Wilmington, Delaware and Manila, Philippines

- Trained and led production support teams in Manila (20+ staff) and Wilmington on change, maintenance, and incident management.
- Supported 24/7 operations through the Bank One, Bear Stearns, and Washington Mutual integrations; automated shift turnover with scripts promoted through Enterprise Change Management.

First Data (now Fiserv)

Sugar Land, Texas

Director, IT Global Workload Automation

Feb 2017 – Mar 2018

- Led a global team of about 30, including hiring, performance reviews, compensation, and expense control.
- Built Global Workload Scheduler infrastructure handling 100,000+ daily tasks; led the migration from multiple schedulers to BMC Control-M v9.
- Established a 24/7 follow-the-sun Level 1/Level 2 support model; ran teams supporting CA-7, IBM Tivoli Workload Automation, and BMC Control-M.
- Managed vendor relationships and moved project delivery to Kanban/Scrum in Jira.

Earlier Experience

Lead Production Support Analyst, Ameriquest Mortgage Company (Citigroup), Irvine, California

Dec 2003 – Apr 2005

24/7 production support for loan origination and servicing systems and Informatica ETL.

Systems Support Engineer, ABB Inc., Houston, Texas

May 2000 – Aug 2003

Project manager and lead developer for an inventory management system; installed operator training simulators worldwide; managed projects from \$100,000 to \$16 million.

HANDS-ON ENGINEERING PROJECTS

Multi-agent AI assistant system: Designed and run a team of AI assistant agents, built on LLM/AI agent tooling, that handle day-to-day business tasks; integrated an AI voice-calling agent into the system.

3D web app on Cloudflare: Built a Three.js web app (a virtual office) running on Cloudflare Workers, with a security review and access locked down through Cloudflare Access.

ADDITIONAL EXPERIENCE

Clover Realty and Asif Shaikh Inc.

Houston, Texas

Designated Broker

Jun 2021 – Present

Texas real estate broker, TREC license #627190-B

- Run a real estate brokerage and property management business and an S corporation.
- Manage operations, vendors, budgeting, and client relationships.

EDUCATION & CERTIFICATIONS

University of Houston — Bachelor of Science, Information Systems Technology · Dean's List, 2001–2003

- AWS Certified Cloud Practitioner — Amazon Web Services · issued Jun 2021, valid through Jun 2027
- Professional Scrum Master I (PSM I) — Scrum.org · issued Oct 2022
- All verified badges: credly.com/users/asif-shaikh1

Languages: fluent in Hindi and Gujarati; learning Spanish

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