

Ikmal Tari

Location: Kuala Lumpur, Malaysia

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Availability: 2 Week Notice | **Preferred:** Hybrid/Remote

Summary

I am a L2 Technical Support Engineer with 7+ years of experience supporting global enterprise customers. Strong background supporting distributed application platforms and mission-critical production systems across sectors including logistics, telecommunications, digital commerce, and edge computing.

Hands-on with high-severity incident management, customer escalation communication, and cross-functional collaboration within 24x7 global support operations.

Skilled in troubleshooting Linux and Windows based enterprise applications, APIs, reverse proxies, and distributed application environments, with deep expertise in full-stack diagnostics from packet-level analysis to service orchestration.

Core Competencies

Cloud & Systems Infrastructure | SaaS Platform Support | Incident & Escalation Management | Database Administration | Observability & Monitoring | API & Automation

Technical Stack

- *Cloud, Infra & OS:* Cloudflare, Azure AKS, Linux (RHEL, CentOS), Windows Server, DNS
- *Web/App Servers, Load Balancing & HA:* Apache Tomcat, WildFly, NGINX, Microsoft IIS, HAProxy, Keepalived
- *Data, Messaging & APIs:* PostgreSQL, MSSQL, MySQL, Oracle, MariaDB, ClickHouse, Aerospike, RabbitMQ, Apache ActiveMQ, REST API, JSON, XML, SOAP
- *Observability & Networking:* Kibana, Grafana, Jaeger, PRTG, Zabbix, Monit, TCP/IP, TLS/SSL, OSI L3-L7, Anycast, curl, MTR, OpenSSL, tcpdump, PCAP, HAR
- *Scripting & Languages:* Bash, PowerShell, Python
- *ITSM & CRM:* Jira, Confluence, Freshdesk, Zendesk, Salesforce, ServiceNow, Cherwell
- *Developer & AI Tools:* OpenCode, VI

Soft Skill

- Ownership-driven, accountable for critical incidents from executive escalation through final resolution
- Committed problem-solver with sharp attention to detail and a drive to find root-cause solutions
- Adaptable in fast-paced, evolving environments, shifting priorities without losing momentum
- Collaborative yet equally effective working independently, cross-functionally within a team
- Able to translate complex technical concepts into clear communication for both technical and non-technical audiences

Professional Experience

Cloudflare

Technical Support Engineer — Feb 2024 – June 2026

- Deliver support across tickets, chat, phone and conference call as part of a global team operating on a follow-the-sun model, resolving complex DNS, SSL, CDN cache misconfigurations and edge issues.
- Own critical (P0) and high (P1) severity incidents end-to-end from executive escalation to final resolution, L3-L7 analysis using curl, MTR, OpenSSL, tcpdump, PCAP, and HAR
- Investigate and resolve P2 through P4 issues across Cloudflare's global Anycast edge network, diagnosing customer-side misconfigurations, configuration drift, and platform bugs across Application Performance, Application Security, Core Platform, Developer Platform, and Storage product lines.
- Investigate platform degradation over ClickHouse-resident logs using Kibana, Grafana, and Jaeger tracing, correlating SLO metrics across colos, customer environments, and network paths to determine whether root cause is customer-side or within the Cloudflare platform.
- Drive cross-functional collaboration with engineering and product teams to resolve platform bugs, escalate defects, and improve customer outcomes.

DHL IT Services

Application Support Specialist — Jun 2022 – Jan 2024

- Managed independent workload delivering proactive updates and system improvements within a 24x7 on-call rotation for critical operations.
- Supported Pickup and Delivery backend systems including GDA and DISCO platforms running on IIS and Windows Server infrastructure.
- Performed log analysis and database troubleshooting on MSSQL environments, diagnosing failures in stored procedures and backend transactions.
- Built PowerShell automation scripts to streamline repetitive tasks, reduce manual errors, and maintain strict SLA compliance targets.
- Collaborated with dev and infra teams to coordinate releases, resolve defects, and stabilize application performance across environments.

Datacom Systems (Asia) Sdn Bhd

Technical Engineer — Jan 2020 – Apr 2022

- Provided global 24x7 email support for CloudBlue Commerce, handling service provisioning, domain registration, e-payment plugins, and billing workflows.
- Deployed and maintained Linux RHEL and CentOS servers running PostgreSQL and WildFly to host cloud commerce and subscription services.
- Engineered non-standard solutions for enterprise clients including Sprint, Dell, Insight, Telefonica, Staples, Softbank, Vodafone Idea, Algar, M1, Cobweb, Mediacommerce, and Locaweb.
- Monitored infrastructure health using PRTG and involve in the Azure AKS migration to modernize container orchestration and scaling.
- Integrated external systems via REST API and JSON payloads to automate provisioning and synchronize data across partner platforms.

Neural Technologies Group

Application Support Engineer — Dec 2018 - Jan 2020

- Built and maintained dev and test environments mirroring production to ensure accurate CR, SIT, UAT, and deployment validations.
- Performed on-site installation, diagnosis, and repair of systems, reducing downtime and restoring services per operational requirements.
- Configured Monit email and SMS alerting for rapid notification of service degradation and infrastructure anomalies.
- Delivered UMobile projects including Mobile Number Portability, Business Logic Control, Content Charging Gateway, Caching Solution, API Gateway, and Reporting System.
- Managed Linux platforms running NGINX, Keepalived, RabbitMQ, and Aerospike with MySQL, Oracle, and MariaDB backends.
- Captured and analyzed network traffic using Bash, tcpdump, and PCAP, and managed integrations via XML and SOAP protocols.

Unified Communication Sdn. Bhd

Technical Implementation and Support Engineer — Apr 2018 - Nov 2018

- Performed configuration design review, functional and non-functional testing, UAT, user training, and full site implementation for clients.
- Executed deployment, enhancement, preventive maintenance, and monitoring to ensure continuous production system availability and reliability.
- Retrieved site data including reports, logs, and DB transactions to diagnose hardware, software, system operation, availability, security, performance, and connectivity.
- Delivered Celcom Credit Advance and Starhub Data Advance projects using Java, Apache Tomcat, RHEL, CentOS, HAProxy, and Keepalived.
- Managed MariaDB and ActiveMQ middleware, monitored health with Zabbix, and used Bash, tcpdump, and PCAP for diagnostics.
- Handled system integrations and message flows using XML and SOAP protocols across distributed telecommunication infrastructure environments.

Education

University Malaysia Perlis | Bachelor of Mechatronic Engineering (Hons)

2013 - 2017 | CGPA - 3.04

Languages

- **Bahasa Malaysia** (Native)
- **English** (Professional Working Proficiency)

Recommendations

<https://www.linkedin.com/in/ikmal-tari-097939146/details/recommendations/>