Holds a B. Sc. in Communications & Electronics Engineering and has over 7 years experience working in IT field.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	19/03/1987
Gender	:	Male
Residence	:	El-Sheikh Zayed

EDUCATION

:	B. Sc. in Communications & Electronics Engineering, Thebes Academy for Engineering, 2013

LANGUAGES

Arabic	:	Native Language
English	:	Very Good

COMPUTER SKILLS

:	Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

:	Cisco Certified Network Associate Routing and Switching (Jul. 2017).
:	Microsoft Exam AZ-900: Microsoft Azure Fundamentals (Aug. 2020).

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From May 2022 till now
Employer	:	Vodafone Intelligent Solutions (VOIS)
Job title	:	Senior Automation / DevOps Engineer
Job Description	:	• Implement and monitor the environment and processes for Automation testing.
		• Setting up CI/CD pipeline using Jenkins, Bitbucket, Docker, Kubernetes, and Linux Shell Scripting, etc.
		• Hands-on developing automated test environment using tools like Selenium, Selenium WebDriver, Cucumber, GIT, Jenkins, Maven, Junit, and TestNG.
		• Integrate automation suite with DevOps pipeline and maintenance.

- Hands-on in designing and building a selenium test automation framework.
- Automate the provisioning of environments using Ansible, and Terraform.
- Work with Risk Management and Compliance teams to ensure target services are hardened and secure.

Dates	:	From Oct. 2021 till Feb. 2024
Employer	:	Lun for Software Development
Job title	:	DevOps / System Engineer
Job Description	:	

- Develop automation and management solutions with a keen focus on scalability, observability, automation, reliability, security, and quality.
- Build and implement tools and frameworks to automate and monitor deployments for the company's applications and operations.
- Design, implement, and operate solutions that empower engineering to deliver the best software while using the computing resources efficiently.
- Manage and operate clients/internal environments, releases, and deployments.
- Design, implement, and maintain the CI/CD pipelines.
- Work with distributed teams/clients across different time zones effectively.
- Participate in creating and maintaining policies and technical documentation to ensure efficient planning and execution.
- Point of contact and coordination between different development and operational teams.
- Deploy and Manage services on VMware, Azure, AWS, and other virtual platforms as needed.
- Deployment, configuration, and maintenance of Linux and Windows servers.
- Configuring, troubleshooting, and tuning system hardware and software configurations for performance and reliability.
- Diagnose complex systems issues with multiple influencing factors.
- Incident response to system alerts, serve as a point of escalation for after-hours issues.
- Assist the support team with escalated customer issues.
- Disaster/Recovery/Restore.

Dates	:	From Dec. 2020 till Sep. 2021
Employer	:	RMS
Job title	:	IT System Administrator
Job Description	:	

- Investigate and evaluate new technologies and tools.
- Develop, Execute and Maintain scaling and growth strategies.
- Database administration, network and security operation
- Office 365, Exchange Online, Active Directory Services, DNS.
- Remote access solution support: VPN and Remote Desktop Services.
- Support LAN connectivity, routers, firewalls, patches, and security Evaluate and make recommendations for current performance and future upgrades.
- Manage and implement Active Directory, Group Policy, File Share, DNS

& DHCP.
- Review and document security standard operating procedures and protocols.
- Implementing and monitoring security measures for the protection of computer systems, networks, and information.
- Assess cybersecurity controls appropriate for ICS/OT environments.
- Manage and configure CRM, and ERP system.
- Collaborating with engineering and development teams to evaluate and identify optimal cloud solutions.
- Automate the daily tasks and processes.
- Implement the ISO2700 security process.

Dates	:	From Mar. 2019 till Nov. 2020
Employer	:	Zepter International
Job title	:	IT System Administrator
Job Description	:	- Design architecture for project deployment, monitoring, system configuration, and logging. - Manage and configure CRM, and ERP Odoo system. - Manage and configure Cisco Call Manager. - Hyper-V and VMware Administration. - Managed Server Migration, System Security, and Troubleshooting web hosting issues. - Set up and managed cPanel. - Managed Amazon SNS for system-to-system messaging with SQS queue as a subscriber. - Implement, administer, and troubleshoot network infrastructure devices. - Remote access solution support: VPN and Remote Desktop Services. - Responsible for the configuration, implementation, and maintenance of various technologies managed by the IT department. - Manage and monitor Data Center Components like Servers and UPS. - Evaluate and make recommendations for current performance and future upgrades. - Active Directory, Group Policy, File Share, DNS & DHCP administration activities. - Responsible for all servers in terms of administration, and daily health checks. - Responsible for all backups and restores through Symantec Backup Exec & Veeam Solutions. - ESET security center operations (Protection & Encryption).

Dates	:	From Aug. 2017 till Feb. 2019
Employer	:	Penta Value
Job title	:	IT System Administrator / DevOps
Job Description	:	- Create and maintain CI/CD pipelines for code deployment using Jenkins, and GitLab CI. - Automation at all levels (Build, Testing, etc.). Used Nginx as a load balancing and reverse proxy. - Using Gitlab container registry and Nexus artifact management. - Built a CI/CD platform (Jenkins) in AWS.

- Set up and manage Linux servers.
- Installing, configuring, and monitoring web hosting environments (Nodejs, LAMP, LEMP) and database systems (Mysql, MongoDB).
- Services used in AWS (EC2 - Elasticache - S3 - Cloudwatch - RDS - VPC - WAF).
- Automation scripts using Python and Bash.
- Use NoSQL store for storing extensive data of non-transactional nature.
- Mange DevOps software builds automation tools.
- Systems, cloud, and network infrastructure, NVR, Mikrotik especially Sophos.
- Responsible for all backups and restores through Symantec Backup Exec & Veeam Solutions.
- Set up and manage our AI development and production infrastructure.
- Help AI product managers and business stakeholders understand the potential and limitations of AI when planning new products.
- Build data ingest and data transformation infrastructure.
- Build AI models from scratch and help product managers and stakeholders understand results.
- Deploy AI models into production.
- Create APIs and help business customers put the results of your AI models into operations.
- Keep current on the latest AI research relevant to our business domain.

Dates	:	From Oct. 2016 till Jun. 2017
Employer	:	PCS
Job title	:	IT Technical Support
Job Description	:	• Communicating with clients to provide technical consultancy.

- Communicating with clients to provide technical consultancy.
- Manage mikrotik server.
- Manage the firewall.
- Unified laptop purchasing policy (and mobiles).
- Controlled usage by employees of their laptops.
- Protected database (primarily financial).
- Backups and clear procedures.
- Maintain the website.
- Control the usage of the internet.
- Set up networks - Intranet.
- Server and networks maintenance (Software & Hardware).
- Manage Active director.
- Implement DN.
- Implement Group policy.
- Implement file and print servi.
- Outlook crash recovery.
- Windows Errors support.
- Configure and maintenance of workstations, printers, CCTV.

Technical Skills:
- OS MS Windows Server, Linux.
- Clouds: AWS, Azure, GCP.
- CI/CD: Jenkins, GitHub Action, Argo cd.

- Repositories: GitHub, Bitbucket, Azure Repo.
- Office 365 (Exchange Online, SharePoint Online, Active Directory, One Drive, and MS Teams).
- Google Workspaces (GSuite).
- Containers: Docker, Kubernetes.
- Networking: routing, switching, DNS, DHCP, VoIP, security, etc.
- Scripting: Bash, PowerShell.
- Monitoring: Zabbix, Prometheus/Grafana.
- DB: MySQL, MongoDB, SQLite.
- Provisioning and configuration (Terraform, vagrant, Ansible).
- Programming: Python, NodeJS.
- Management: Jira, ClickUp, Azure DevOps.
- Hosting: WHM, Cpanel, Heroku, Cloudflare.
- Continuous testing: Postman, Selenium, Selenium web, Cucumber, Jmeter, Maven, Gradle, Junit, and TestNG.
- MLOps: MLflow, Kubeflow.

Field of experience :
- Software programming and system engineering.
- Software Development, especially DevOps, DevSecOps and MLOps.