

Proposed position for this project:

## DevOps Engineer

<b>Reference</b>	ATOM63	
<b>Nationality</b>	Jordanian	
<b>Education</b>	2007 – 2011 Computer Engineering- AL-BALQA' APPLIED UNIVERSITY	
<b>Countries of work experience</b>	Amman, Jordan	
<b>Languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• English</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good Knowledge in MYSQL DataBase.</li> <li>• Good knowledge in Continues Integration tools (Jenkins,Chef, GIT) .</li> <li>• Very Good Knowledge in Linux (Installation, usage).</li> <li>• Very Good Knowledge in Linux server setup (DHCP, DNS, Apache).</li> <li>• Good knowledge in Amazon Web Services (AWS).</li> <li>• Good Knowledge in Java.</li> <li>• Good Knowledge in Python.</li> <li>• Good Knowledge in Automation tools (Ansible, Jenkins, Docker).</li> <li>• Good Knowledge in Terraform.</li> <li>• Good Knowledge in Kubernetes.</li> <li>• Basic Knowledge in Prometheus.</li> </ul>	
<b>Training and certification</b>	<ul style="list-style-type: none"> <li>• Certified Kubernetes Administrator (CKA) 30 JAN 2022 (LF-f6vy2rk4fv)</li> </ul>	
<b>Professional experience record</b>		
<b>Company Name</b>	<b>Period From To</b>	<b>Position</b>
Confidential	May 2021 – Until now	<b>Senior DevOps Engineer</b> <ul style="list-style-type: none"> <li>• Implement and install solutions on the customer's test and production environments.</li> <li>• Work onsite and o site to troubleshoot and diagnose customer reported issues on the different levels of solutions.</li> <li>• Act positively and respond promptly to the customer's requests/tickets.</li> <li>• Prepare, review and ensure accuracy of technical documentation.</li> <li>• Conduct Preventive / Corrective Maintenance visits to customer sites physically or remotely</li> <li>• Utilize various open-source technologies and automate daily tasks.</li> </ul>

		<ul style="list-style-type: none"> <li>• Use various orchestration tools like Kubernetes, HashiCorp Nomad and Docker Swarm to aid company internal processes and workflows.</li> <li>• Work closely with the software development team to develop and maintain their CI/CD</li> <li>• Pipelines in addition to support clients' Infrastructure.</li> <li>• Configure and manage data sources like PostgreSQL, Oracle Database and MySQL in addition to NoSQL Databases.</li> <li>• Ability to deal with Source control tools (GitLab and GitHub) and Git-Repository manager tools.</li> <li>• Design, manage, and operate complex high-availability implementations.</li> <li>• Perform any other job-related duties incidental to the work.</li> </ul>
<b>Confidential</b>	Sep 2020 - May 2021	<p><b>Senior Devops Engineer</b></p> <ul style="list-style-type: none"> <li>• Provide technical support for production incidents and problems.</li> <li>• Automate software installation and configuration for new applications as well as upgrades.</li> <li>• Responsible for application administration activities in support of development and production systems supporting web-deployed applications</li> <li>• Provisioning virtual machines using cloud management solutions.</li> <li>• Monitoring internal and production hosts using Nagios, Munin, and other application performance monitoring systems.</li> <li>• Scripting operational tasks for faster and less error-prone execution.</li> <li>• Maintaining and evolving the security infrastructure on both internal and production environments.</li> </ul>
<b>Confidential</b>	Nov 2019- Aug 2020	<p><b>Operations Supervisor</b> then <b>Operations Team Lead</b></p> <ul style="list-style-type: none"> <li>• Ensure teams output meets quality and service level standards set by management and clients.</li> <li>• Understand our Operating Principles and make them the guidelines for how the operation engineers carry their tasks correctly and efficiently.</li> <li>• Perform quality assurance auditing of operation team tickets.</li> <li>• Create detailed reports based on management and client requests.</li> <li>• Interface with engineering team and other teams regarding escalations.</li> </ul>

		<ul style="list-style-type: none"> <li>• Attend client and stakeholder meetings, response to their inquiries, share status with them and address any concerns raised.</li> <li>• Must know different troubleshoot techniques for use in a variety of circumstances.</li> <li>• Assist in development of processes and procedures.</li> <li>• Assist in handling difficult client situations and complaints referred by team.</li> <li>• Assist in scheduling and assignment of technical staff to meet operation needs.</li> <li>• Assist in onboarding of new staff and ensuring training plan is followed.</li> <li>• Responsible for overseeing and supervising the staff, day-to-day activities, and operations of technical staff. Manages and reports relevant key performance indicators. Regularly directs the work of at least three or more full-time employees.</li> <li>• Provide top-level technical support, including problem resolution, change implementation, meeting/calls and one-on-one technical support within SLAs for clients.</li> <li>• Coordinate the daily activities of the operation engineers, set priorities for the team to ensure task/tickets completion and coordinate work activities with other supervisors.</li> </ul>
<b>Confidential</b>	Aug 2016 - Nov 2019	<p><b>DevOps Engineer</b></p> <ul style="list-style-type: none"> <li>• Working as a DevOps engineer to perform administrative tasks against our environment. And Ensure availability of servers.</li> <li>• Responsible for releasing process cycle for the clients/products from A-Z - Ensure high availability of the companies products, platforms. Using Shell,python scripts.</li> <li>• Using dockerised images from mongodb, redis, zookeeper, mssql, and manage them through ansible and docker-compose.</li> <li>• Troubleshoot and remediate issues impacting the integration, operations of the infrastructure and systems.</li> </ul>
	Feb 2012 - Aug 2016	<p><b>Network Operation Center (NOC)</b></p> <ul style="list-style-type: none"> <li>• Network Operation Center (NOC) Engineer I was able to perform the main duties :Working as an offshore Network Operation Center Engineer to perform administrative tasks in our environment</li> </ul>

		<p>(Weightwatchers.com ) through many applications and services.</p> <ul style="list-style-type: none"><li>• Trouble shoots customer problems in forms of phone calls, online communication, working as operation Engineer for the backend of subscriber, thousands of virtual and physical servers.</li></ul>
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