

# Mujahed Al-Tahleh

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Amman, Jordan

## SKILLS

Soft Skills: DevOps, Project Management, Team Leadership, Problem-Solving, Mentoring

Tech stacks & Tools: Docker, Kubernetes, Jenkins, ArgoCD, Ansible, Terraform, Linux, AWS, GCP, Grafana, Zabbix, ELK, MySQL, PostgreSQL, Cassandra

Programming Languages: Python, Shell Scripting

Spoken Languages: Arabic (native), English (proficient)

## EXPERIENCE

### Senior Site Reliability Engineer I

Careem | Jordan

02/2023–Present

- Designing and managing robust pipelines for deployments and CI/CD to ensure streamlined development processes.
- Implementing engineering metrics, especially DORA metrics, to gain performance insights and achieve continuous improvement.
- Creating intuitive dashboards to present key metrics and achieve real-time visibility into system performance.
- Developing scripts and tools to adhere to compliance and policy guidelines and ensure effective tests and checks.
- Building tools and bots to enhance communication and achieve a unified support channel for diverse infrastructure teams.
- Establishing best practices and documentation to standardize development processes and achieve consistent code quality.
- Collaborating with cross-functional teams to understand developer pain points and achieve solutions that address their needs.
- Evaluating and introducing new technologies and tools to stay updated with industry trends and ensuring developers have the best tools.

### Lead Cloud Engineer

SiTech (Semantic Intelligent Technologies) | Jordan

07/2021–1/2023

- Presales
- Client On-Boarding
- Client Regular Activities (Active Planning)
- Client Tickets and Response (Reactive Planning)
- Technical Team Development & Operations

## Senior Infrastructure Engineer

*SiTech (Semantic Intelligent Technologies) | Jordan*

09/2020–07/2021

- Monitor and maintain cloud systems for reliability and resiliency
- Recommend and implement tools for continuous monitoring and logging of all deployed infrastructure
- Develop services, controls, and patterns for the public cloud that enable security and privacy
- Be responsible for assessing the suitability of workloads to the public cloud
- Work closely with technology and business leaders to understand and manage priorities and hold to deadlines
- Assess business and users' needs to provide proactive service and innovative solutions, including enhancements to pre-existing systems
- Collaborate with vendors and internal teams on patches, updates, upgrades, and implementations
- Ensure performance objectives are met and provide reporting to business and technical staff
- Remain informed and engaged on new technology developments and forecast trends in the area of cloud capabilities and improvements in best practices
- Create and maintain infrastructure deployment diagrams and documentation for all project

## IoT Systems Engineer

*Wasslz | Jordan*

12/2018–03/2020

- Collect, maintain, and manage requirements and traceability for the IoT solutions
- Create the testing and evaluation strategies to quality the environments, including the identification and qualification of edge-based testing tools
- Create and institute new design processes to ensure best practices are followed
- Partner across multiple operating segments, including application development and Cybersecurity, to realize the IoT vision
- Partner with the R&D Product Development organizations to understand their IoT needs, help prioritize investments, develop use cases, generate processes, and develop overall solution requirements, including application definition, integration, security, and system configurations
- Provide technical and thought leadership for the development and integration of new IoT solutions
- Communicate and coordinate network schedules and server backups and notify users of server downtime.
- Conducting analysis, configuration, administration, support, and ongoing maintenance of the IoT platform
- Take advantage of DevOps concepts and techniques for IoT systems deployment.

## IT Project Manager

*ShadidSoft | Remote*

04/2017–12/2018

- Team recruiting and team management.
- Project Management.
- Specifying IT infrastructure requirements.
- IT infrastructure management.

## **Administrative Manager**

*EduCity for Training Development* | Palestine

05/2016-10/2018

- Business Planning
- Marketing
- Coaches Hiring
- Budgeting

## **System Administrator**

*PaIVPS* | Remote

10/2015- 05/2020

- Linux server installation, maintenance, hardening, and optimization. (CentOS, Debian).
- Web Control Panel management.
- Virtual Environment, installation, management, maintenance (ESXi, Proxmox).
- Technical Support in coordination with developers and other IT staff.

## **EDUCATION**

Electrical and Communications Engineering, Islamic University of Gaza (IUG), 2016

## PROJECTS:

**Aknan Store** | [Link](#) | *DevOps Engineer*

Aknan Store is a multitenant e-commerce **highly available** system built on **Laravel** and **MySQL**.

I was responsible for the project deployment and reliability. I have dockerized the app using **PHP-fpm** and **Nginx** and used AWS services to deploy it, such as **EKS, RDS, EC2, S3, and CloudFront**. Also, I have created a script for the **SSL certificate** termination in Nginx for Whitelabeled domain names. I'm still working on the project to maintain it.

**TanteTobi** | [Link](#) | *DevOps Engineer*

It is an e-learning platform. Based on **Java Springboot, Angular JS, and PostgreSQL** DB. I was responsible for the app deployment. It is hosted in **DigitalOcean** using managed **Kubernetes** and managed Databases. The **CI/CD** is built with **Jenkins**.

**Bazarcards** | [Link](#) | *DevOps Engineer*

Bazarcards is an e-commerce platform that sells E-Vouchers and game cards. It is developed with **Laravel, Vue JS, and MySQL** DB. I have **dockerized** the app **using PHP-fpm and Nginx**. It is deployed in AWS using **EKS and RDS**. I used **Jenkins** for CI/CD. Also, I have maintained the project for over a year and worked alongside the development team to troubleshoot and fix bugs.

**Audiohat App** | [Link](#) | *DevOps Engineer*

Audiohat is a platform that is interested in converting novels into interesting audiobooks? It is developed with **NodeJS, React, and MongoDB**. My role was to **redesign the system architecture** to maintain very **high traffic**. I have successfully **migrated** it from self-hosted docker instances to AWS **ECS** and **S3** for the frontend app. The CI/CD is built with **Gitlab-CI**.