Abdulrahman Alhamali

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EDUCATION

- **American University of Beirut** — Beirut, Lebanon
  Bachelor of Computer and Communications Engineering; GPA: 89.06% — Feb. 2012 – Jan. 2016

DEVELOPMENT EXPERIENCE

- **Shopify** — Ottawa, Ontario
  Senior Site Reliability Engineer - Resiliency — March 2022 - Present
  - **Incident Management**: Managing a wide range of incidents throughout their lifecycle from detection into mitigation, resolution and retrospection, and introducing several improvements to the process.
  - **Engagements and Education**: Introduced a frameworks to help service owners understand different resiliency risks and navigate them, and leading the effort to promote this framework and develop it.
  - **Contributions to Core Products**: Detecting various weaknesses in the core products, and collaborating with service owners to resolve them.
  - **Scale Testing**: Leading Shopify-wide scale testing that ranges from RPM estimations and replica calculations to crafting effective test scenarios, and includes collaboration among different teams and coordination with different vendors.
  - **Service Ownership**: Took ownership of a service responsible for bot defense, led the effort to scale it to process upwards of 80 RPM, introduced actionable SLOs, and introduced the team to a data-driven approach for evolving it.
  - **Training and Mentorship**: Mentoring interns and junior members and providing personalized 1-1 troubleshooting, shadowing, and pairing sessions.

- **AppDirect** — Montréal, Québec
  Senior Technical Operations Developer - Observability — March 2021 - March 2022
  - **RBIS**: Initiated and implemented a change-tracking project (using GoLang, Kafka, and BigQuery) to enable users in case of incident to quickly review change events generated from different areas and pinpoint possible causes.
  - **Datadog Integrations**: Implemented tools (in Golang) to enable users to effectively leverage different features of Datadog, such as tracing, synthetic checks, and monitors
  - **Load Balancer Refactoring**: Researched and executed a refactoring of our load balancers that streamlines the provisioning of new LBs using Terraform, and limits their accessibility to only through the WAF
  - **Kubernetes upgrades, migrations, and troubleshooting**: Executed several EKS/AKS upgrades, and instructed operators on doing that, participated in kOps/EKS migrations, and led the troubleshooting effort for a CPU spike issue in AKS

- **Coveo** — Montréal, Québec
  DevOps Tooling Software Engineer — Jan 2019 - March 2021
  - **Spinnaker Migration**: Initiated and implemented a project to migrate development teams from a centralized Jenkins-based deployment pipeline to a per-team Spinnaker-based pipeline with minimum interruption. In executing the project, I had to contribute significant changes to Open Source Spinnaker to make it fit our needs.
  - **Automated Deployment Monitoring**: Initiated, researched and implemented a system to automatically monitor health metrics of micro-services while deploying, and rollback automatically if any degradation was noticed
  - **Config Migration Script**: Moved our deployment pipeline from version-based to evergreen by implementing a workflow that included standardized deprecation and automated migration procedures
  - **Miscellaneous**: Creating internal documentation, providing support for users, collecting requirements, supervising interns, and organizing a recurring "DevOps Meetup" conference

- **SAUGO360** — Beirut, Lebanon
  Software Engineer — Jan 2016 - Jan 2019
  - **SAUGO360 Golden Config Manager**: Worked on a web portal in Angular and NestJS for SAUGO360 GCM, a platform built on top of NSO (Network Services Orchestrator).
  - **SAUGO360 OpenDaylight Controller**: Worked on an Angular-based web portal for SAUGO360 ODL Controller, a collection of networking features built on top of OpenDaylight.
  - **Momday**: Worked on a Flutter-based Mobile app for the e-commerce platform Momday.

- ○ **Miscellaneous**: Supervised multiple internship programs, studied feasability and requirments of several projects, and worked on the CI/CD of the products.

- **OpenDayLight TSDR Project**   Remote Volunteering
  Testing Engineer   *Jun 2016 - May 2018*
  - ○ **Automated Tests**: Developed and maintained automated tests for the TSDR Project using Robot Framework and Jenkins.
  - ○ **TSDR RESTCONF Collector**: Developed a collector that collects RESTCONF requests received by ODL and persists them in the TSDR database.

- **Dar Al-Handasah**   Beirut, Lebanon
  Freelance Software Developer   *Summer 2015*
  - ○ **Urban Street Design Tool (USDM)**: Used Java and GWT to design and implement a geometric algorithm that calculates intersections between circles, and implemented user-behavior tracking using Google Analytics.

OTHER EXPERIENCE

- **American University of Beirurt**   Beirut, Lebanon
  Research Assistant - Lab Assistant - Freelance Tutor   *Feb 2012 - Jan 2016*
- **ToastMasters Lebanon**   Beirut, Lebanon
  Convention Chair - Secretary - Club Vice President   *2013 - 2015*

PERSONAL PROJECTS

- **Flutter Typeahead**: Open source Flutter widget to show users suggestions as they type.
- **Flutter Pagewise**: Open source Flutter widget that loads its content one page at a time.

LANUGAGES

Arabic: Native   **English:** Fluent   **French:** Working Proficiency