

Abdulrahman Alhamali

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EDUCATION

- **American University of Beirut**

Bachelor of Computer and Communications Engineering; GPA: 89.06%

Beirut, Lebanon

Feb. 2012 – Jan. 2016

DEVELOPMENT EXPERIENCE

- **Shopify**

Staff Site Reliability Engineer - Resiliency

Senior Site Reliability Engineer - Resiliency

Toronto, Ontario

April 2024 - Present

March 2022 - April 2024

- **Technical Leadership:** Leading several of our team's engagements and projects. Disambiguating the needs, defining the technical approach, scoping the work, and leading a "squad" within our team to get the work done.
- **Operational Leadership:** Took charge during the critical phase of a migration of our deploy system, leading on-the-ground operations, developing operational manuals, streamlining communications, and collaborating with tooling teams and leadership.
- **Scale Testing:** Took leadership of BFCM scale testing during 2023, which involved planning, coordinating, leading, and retrospecting on 5 large-scale tests that caught several insidious issues and helped us achieve a smooth BFCM.
- **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.
- **Developing Systemic Approaches to Resiliency:** Introduced a mental framework "Resiliency Risk Repository" to help service designers understand different resiliency risks and navigate them, and leading the effort to promote this framework and develop it.
- **Introducing Novel Resiliency Measures:** Introduced and implemented Envoy's Adaptive Concurrency as a form of load shedding. This included designing our approach, rigorously testing it, and rolling it out incrementally.
- **Service Ownership:** Took ownership of a service responsible for bot defense, led the effort to scale it to process upwards of 80 Million 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. In addition to identifying gaps in our training and devising novel team-wide training sessions to address them.

- **AppDirect**

Senior Technical Operations Developer - Observability

Montréal, Québec

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**

DevOps Tooling Software Engineer

Montréal, Québec

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**

Software Engineer

Beirut, Lebanon

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 feasibility and requirements of several projects, and worked on the CI/CD of the products.

- **OpenDayLight TSDR Project**

Testing Engineer

Remote Volunteering

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**

Freelance Software Developer

Beirut, Lebanon

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 Beirut**

Research Assistant - Lab Assistant - Freelance Tutor

Beirut, Lebanon

Feb 2012 - Jan 2016

- **ToastMasters Lebanon**

Convention Chair - Secretary - Club Vice President

Beirut, Lebanon

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.

LANGUAGES

Arabic: Native

English: Fluent

French: Working Proficiency