

HASSAN SHAMSEDDINE

DEVOPS ENGINEER

PROFILE

Results-driven DevOps Engineer, adept in Linux, Kubernetes, Docker, and automation. Expertise in CI/CD, microservices architecture, and project management.

WORK EXPERIENCE

DevOps Engineer | BLUE.AI | April 2023 - Present

- **Enhanced Server and Kubernetes Cluster Performance**, achieving 99.983% availability.
- **Implemented Containerization And Utilized Helm Charts**, doubling deployment frequency and reliability with GitLab CI/CD pipelines.
- **Automated DevOps Processes for Efficiency**, cutting task completion times by half.
- **Deployed Comprehensive Monitoring Solutions** with Grafana and Kube Prometheus Stack.
- **Bolstered Security** by hardening microservices security in Kubernetes.
- **Facilitated Collaboration** by leading three workshops and leveraging Jira and Confluence for project management, reducing task completion times by 50%.
- **Streamlined Software Development Lifecycle (SDLC)** and applied Gitflow/Environment branching with automated SemVer-based release strategies, improving project communication and software delivery quality.
- **Enhanced Code and Application Quality** by 20% and ensured application stability under stress with k6 and the TIG stack.

IT Engineer | Antwerp Technologies | Oct 2022 - March 2023

- **Designed and installed computer hardware configurations**, achieving optimal performance and reliability across 50+ workstations and ensuring a 99.9% uptime for critical systems.
- **Installed and configured software and networking systems**, enhancing IT infrastructure which led to a 30% reduction in system outages and a more seamless network connectivity for over 60 users.
- **Conducted troubleshooting for network and software issues**, resolving over 300+ technical challenges, thereby maintaining high operational efficiency and minimizing downtime.
- **Set up and maintained servers**, applying best practices for security and performance that resulted in a 40% improvement in server response times and a significant reduction in security incidents.
- **Updated security protocols**, enhancing system integrity and reducing vulnerability exposure by 50%.
- **Provided training to staff** on new hardware and software, facilitating smooth transitions and improving staff proficiency, which contributed to a 25% increase in productivity related to IT system usage.
- **Responded to IT requests and inquiries** through Jira, offering timely and effective technical support to a user base of 60, ensuring high satisfaction rates and a 20% decrease in repeat IT issues.

CONTACT ME

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- github.com/HassanMSh

TECHNICAL SKILLS

Containerization & Orchestration

Docker, Docker-compose, Kubernetes, LKE, Rancher, Helm, Nexus Artifactory.

Version Control ,CI/CD & automation

Git, GitLab CI/CD, Bash, python, maven, npm, SonarQube, k6, Jacoco.

Systems Administration and Monitoring tools

Linux, Ubuntu, Alpine, Debian, LVM, bash, Kube Prometheus stack, graphana.

Cloud Infrastructure

Linode, AWS, Amazon S3, EC2, Namecheap.

Servers:

Nginx, Apache HTTP Server, Nginx Ingress, PSQl, MYSQL, Xen Baremetal Hypervisor, Asterisk.

Networking and Security:

Ping, netstat, DNS, Oauth2 Proxy, VPN, SSL/TLS, Wireshark, nmap.

BUSINESS SKILLS

Communication, Problem-Solving, Collaboration, Teamwork, Project Management, and Jira.

EDUCATION

Bsc of Science in Computer Science
Lebanese International University

LANGUAGE

English - Fluent
Arabic - Native

CERTIFICATES

CISCO

- Network Security
- CyberOps Associate
- CCNA Routing and Switching
- CCNA Introduction to Networks

NOC Engineer | Antwerp Technologies | Jan 2022 - Sep 2022

- **Exceeded A2P Tech Support KPIs**, enhancing customer satisfaction by 20% through effective problem resolution and assistance.
- **Boosted API and SMPP integration success** by 20% and cut connectivity issues by 25%, improving client experience and operational efficiency.
- **Optimized the onboarding process**, achieving a 30% improvement in customer readiness and resolving over 500+ connection and VPN issues, ensuring high service availability.
- **Reduced problem resolution times** by 40% by proactively escalating issues, and improved messaging delivery rates by 20% while cutting network congestion by 40%.
- **Decreased client complaints** by 20% and increased feature adoption by 10% through diligent investigation and resolution of client-reported cases.

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COMMUNITIES

Member of The Cyber Security Club | Lebanese University
Nov 2018 - Present
Co-founder of RON (Gaming Community) | Lebanese University
Nov 2018 - Present

ARTICLES

- [Navigating the Git Seas: Sailing through Multiple Remote Repositories with KeePass, an Estuary](#)
- [Painting the Big Picture: How Git LFS Manages Your Masterpieces](#)

PERSONAL PROJECTS

[k6-telegraf-influxdb-grafana-k8s](#)

- Deployed, using helm. k6 load-testing solution with TIG stack, using statsd for efficient metric aggregation and ensuring load-testing without overloading the database.

[automated-env-setup](#)

- Automated Bash scripts for consistent development environment setup streamlining onboarding across machines.

[k8s-postgres-flaskapi](#)

- Implemented Kubernetes deployment for Flask API, and PostgreSQL, with OAuth2 for security.

[SMS Spam Filter](#)

- Created a spam detection AI using Python, pandas, NLTK, Sklearn, and Naive Bayes, integrated into a Flask API for real-time filtering.