

# Ali Raad

Beirut, Lebanon • [aliraad0961@gmail.com](mailto:aliraad0961@gmail.com) • +961 76 096 537

## Summary

Experienced **Computer Science graduate** with 2 years in DevOps Engineering, specializing in infrastructure management and network troubleshooting. Skilled in various programming languages, frameworks, and tools, with certification in .Net Core from a leading software provider. Known for strong problem-solving skills and effective communication, ensuring project success and client satisfaction

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## PROFESSIONAL EXPERIENCE

### IDS Internship - ASP .NET Core

Nov 2023 –Feb 2024

- Utilized **SQL server** for database management, including creating **stored procedures** and optimizing complex queries for efficient data retrieval.
- Built frontend webpages and added interactions to webpages using **JavaScript, AJAX, jQuery**, and responsive design principles.
- Developed a full website using Visual Studio, **ASP.NET/MVC, C#.NET** and **Entity Framework Core**.
- Developed **Web APIs** (.NET Core 5.0/6.0/7.0) to be used along the website.

### NEXT SOLUTION - DevOps Engineer

July 2022 – Feb 2024

An IT company specializing in delivering live streams and Video on Demand (VOD) content for businesses with Over-The-Top (OTT) applications. The key responsibilities and skills acquired by this role:

#### Operating System:

- **Ubuntu System Management:** Expert in managing Ubuntu servers, including installation, configuration, and troubleshooting. Proficient in log collection, configuration file editing, and storage management.
- **Command Line Proficiency:** Skilled in using Ubuntu command-line tools, including systemd commands, for managing file systems, directories, files, and system resources.
- **Secure Remote Access:** Proficient in utilizing SSH protocol and jump servers to ensure secure remote system access and management.
- **Automation with Bash Scripting:** Developed and deployed Bash scripts to automate routine administrative tasks, significantly enhancing the efficiency of Linux server operations.
- **Monitoring & Performance Management:** Implemented and maintained infrastructure monitoring systems using Grafana, Telegraf, Zabbix, and InfluxDB, monitoring key metrics such as CPU, memory, processes, and network performance.
- **Web Server Configuration:** Introduced and managed Apache and Nginx web server setups, optimizing reliable content delivery.

#### Network Infrastructure and Cloud Management:

- **Cloud infrastructure:** Introduced to **AWS and OVH**.
- **Database Development:** Designed relational databases (**MS SQL Server**), and managed data with cloud-based tools like (**Lark Base, Airtable**), enabling real-time collaboration, data tracking, and automated task management.

- **Network Administration:** Managed network infrastructure, including routers, switches, firewalls, and VPNs, to optimize network performance, reliability, and security
- **Incident Management & Root Cause Analysis:** Delivered high-level incident management, conducting root cause analysis, and implementing recovery plans while keeping stakeholders informed of resolution status.

#### System Administration and Stream Management:

- **System Administration:** Managed streaming services using various platforms, including RPS, Nimble (WMS Panel), AMS, and other tools to categorize, prioritize, and manage live streams effectively.
- **Stream Manager:** Oversaw stream setups by adding, configuring, and managing streams, ensuring seamless VOD and live streaming delivery across OTT platforms.

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## PROJECTS

- **Activity Club Portal** (Web Development)  
Designed and implemented two interconnected portals—Back Office (admin) and Public Site (user-facing) using ASP.NET Core.  
Leveraged HTML, CSS, JavaScript, jQuery, AJAX, and Bootstrap for dynamic and responsive web interfaces.  
Applied the Unit of Work pattern for robust data management and seamless operations.
- **Ticketing System** (Web Development)  
Created a ticketing system using ASP.NET Core with a focus on continual learning and updates.  
Employed HTML, CSS, JavaScript, jQuery, AJAX, and Bootstrap for the front end.  
Implemented stored procedures for efficient database operations and performance.

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## SKILLS

#### Programming Languages:

- Java, C#
- Python, BASH
- JavaScript, jQuery, AJAX
- SQL

#### Frameworks:

- Bootstrap
- Asp.Net /MVC

#### Tools:

- Microsoft Office
- Visual Studio
- Android Studio
- Microsoft SQL Server
- WinBox
- XSHELL / MobaXterm

#### Soft Skills:

- Fast learner and continuous learning
  - Problem-Solving
  - Time Management
  - Customer focus
  - Incident Management
  - Root Cause Analysis
  - Collaboration, communication, and great teamwork spirit
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## Certification

- IC3 GS5 Digital Literacy program | Beirut Arab University 2021
  - Bachelor's Degree in computer science | Beirut Arab University 2019 - 2022
  - .Net Core Internship Certificate | IDS 2023
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## LANGUAGES

Fluent in English and Arabic

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