

Amr Ramadan

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EXPERIENCE

Paycom

Oklahoma City, OK

Site Reliability Engineer

Mar 2024 – Present

- Automating daily operational tasks by developing Python scripts that interact with APIs such as Splunk, Microsoft Graph, and Atlassian tools, streamlining processes and improving efficiency.
- Developing PowerShell scripts to automate server management tasks, including application pool recycling, remote server interactions, process termination and endpoint monitoring, enhancing efficiency and system uptime.
- Monitoring and optimizing Kubernetes clusters using Prometheus and Grafana ensuring system health and performance.
- Designing and deploying containerized scripts using Docker to streamline SRE workflows, reducing manual intervention.
- Partnering with software development teams throughout the SDLC to architect and deploy solutions for availability, reliability, and error monitoring, enhancing overall system resilience.
- Providing expert troubleshooting in large-scale networked environments, with in-depth knowledge across diverse applications, databases, and systems by using trace analysis and debugging.
- Minimizing system downtime by establishing and enforcing standards for incident response, error tracking, monitoring, and alerting, resulting in improved reliability metrics and operational efficiency.

Netspend

Austin, TX

Application Performance Monitoring Engineer Co-op

May 2023 – Mar 2024

- Analyzed application performance metrics and identified bottlenecks using APM tools and logging technologies such as Splunk, Dynatrace, Xymon and Pingdom, resulting in a 22% improvement in application responsiveness.
- Engaged with various application development teams, testing teams and production support to ensure delivered APM solution meets their needs and requirements.
- Created comprehensive performance alerts, reports, and dashboards to communicate findings and recommendations to stakeholders by utilizing SRE principles to proactively identify potential issues before they impact end-users.
- Developed and maintained Python scripts to seamlessly interact with Atlassian products utilizing their respective REST APIs. Tasks encompassed comprehensive data extraction, automated workflows, and robust error handling.
- Processed and analyzed Dynatrace problem data by writing a Python script using the Dynatrace REST API to fetch and analyze recurrent issues impacting the system's stability resulting in 25% decrease in problems backlog.
- Managed MySQL database performance, contributing to improved application responsiveness and user experience.

Texas State University

San Marcos, TX

Graduate Assistant

Jan 2022 – Dec 2023

- Acted as a technical support specialist, providing expert assistance to students and staff with computer hardware and software issues, ensuring smooth and efficient operations for all.
- Data Migration, operating system re-imaging and software installation for Windows and MAC OS.
- Performed hardware level root cause analysis for different problems like driver issues, OS errors and BSOD.

Orange Business Services

Cairo, Egypt

Network Engineer - Senior Network Engineer

Aug 2018 – Jul 2021

- Demonstrated hands-on expertise in troubleshooting a wide range of network routing protocols, including LAN/WAN networking, TCP/IP, BGP, OSPF, EIGRP, RIP, QoS, HSRP, and layer 2 technologies such as PPP, MPLS, and Frame Relay.
- Expertise in troubleshooting Cisco devices, network optimizers, and management, including Infovista's Ipanema and Riverbed's SteelHead, as well as experience dealing with network firewalls.
- Successfully reduced recurrent problem tickets by 20% by conducting resolution meetings with all stakeholders, and decreased field engineers' dispatches by 30% through performing deep remote network troubleshooting.
- Involved in the hiring process and managing the training of new employees on all aspects of job operations.
- Managed and maintained Linux servers, ensuring their stability, security, and optimal performance.

EDUCATION

Texas State University

San Marcos, TX

M.S. in Computer Science | GPA: 3.7/4.0

Dec 2023

Arab Academy for Science, Technology and Maritime Transport

Cairo, Egypt

B.S. of Electronics and Communication Engineering | GPA:3.2/4.0

Jul 2018

SKILLS

- Languages: Python, C++, C, C#, Java, HTML/CSS, JavaScript, SQL and MATLAB.
- Other Tools, Frameworks & Technologies: Linux, Git/Gitlab, AWS, GCP, Django, Flask, Splunk, Dynatrace, Prometheus, Grafana, Confluence, JIRA, PostgreSQL, REST, JSON, Kubernetes and Computer networks troubleshooting.