

# Amr Ramadan

Oklahoma City, OK | (512) 825-3414 | [amr.10.ramadan@gmail.com](mailto:amr.10.ramadan@gmail.com) | [LinkedIn](#) | [Portfolio](#)

## 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.