Elagas Amel
DevOps and Cloud Infrastructure Engineer

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Results-driven DevOps and Cloud Infrastructure Engineer with extensive expertise in CI/CD pipelines, Infrastructure as Code (IaC), cloud security, and Mobile DevOps. Proven track record in automating deployments, implementing Shift-Left Testing (SLT), and executing Blue-Green and Canary strategies for zero-downtime releases. Skilled in optimizing cloud operations, enhancing system reliability, and reducing costs through FinOps and best practices in cloud infrastructure management.

Education

National Engineer's Degree in Teleinformatics   2019 - 2022
Higher Institute of Computer Science and Communication Technologies of Hammam Sousse (ISITCOM) Sousse, Tunisia
Honors: Good | Class Rank: 1st

Fundamental Bachelor's Degree in Computer Science and Telecommunications   2016 - 2019
Higher Institute of Information and Communication Technologies (ISTIC) Borj Cedria, Tunisia
Honors: Good | Class Rank: 1st
Diploma BlockChain

High School Diploma in Mathematics   2016
January 18th High School Sfax, Tunisia
Graduated with Honors (Fair)

Work Experience

Tech Lead – Cloud & DevOps / Mobile CI/CD   Since Oct. 2022
iMaxeam IBM Premier Business Partner Sousse, Tunisia
- Designed, implemented, and maintained high-performance CI/CD pipelines with Jenkins and Fastlane, increasing release speed by **40%** and reducing manual errors by **90%**.
- Automated mobile app deployment to **Google Play** and **Apple App Store**, cutting delivery time by **50%**.
- Leveraged **AWS services** (S3, Route 53, VPC) for artifact storage, DNS management, hosted zone creation, and proxy configuration, supporting **50+ projects** and improving deployment efficiency by **35%**.
- Enhanced mobile app security and reliability by remediating **100+** vulnerabilities, reducing risks by **60%**, and implementing monitoring/logging solutions for **98%** observability and **24/7** proactive incident response.
- Managed and resolved critical production incidents **(24/7)**, reducing MTTR by **40%**, ensuring **98%** uptime, and conducting root-cause analysis to prevent recurrence.
- Enforced **FinOps practices**, achieving a **30% reduction in cloud costs** through audits, rightsizing, and waste elimination.
- Led end-to-end project delivery for **SNB, KIDANA, AGL, LADUN, and KAFD**, aligning cross-functional teams, stabilizing systems, and ensuring on-time execution.

Engineering Internship: Final Year Project   Jan. 2022 - Sept. 2022
iMaxeam IBM Premier Business Partner Sousse, Tunisia
- Implemented automated Infrastructure as Code (IaC) provisioning using Terraform for scalable cloud environments.
- Modeled infrastructure with continuous testing and version control, ensuring reliable, reproducible deployments.
- Enabled on-demand deployment of secure cloud environments with zero downtime, improving operational efficiency.
- Developed a ReactJS + ElectronJS desktop application to automate Terraform module execution for AWS resource creation and destruction, reducing manual effort and human error by **50%**.
- Technologies: Terraform, AWS, ReactJS, Material UI, Node.js, ExpressJS, ElectronJS

Technician Internship: Final Year Project   Jan. 2019 - May 2019
ComunikCRM Menzeh 7, Tunisia
- Architected a complete VoIP solution using Asterisk with a secure OpenVPN server, supporting **20+** internal users.
- Installed, configured, and administered the Asterisk server, improving internal communication uptime by **80%**.
- Developed a web monitoring application providing real-time call logs, analytics, and downloadable MP3 recordings, reducing troubleshooting time by **40%**.
- Technologies used: Asterisk, OpenVPN, Linux, PHP, JavaScript, MySQL, Bootstrap, HTML, CSS.

Final Year Project Internship   July 2018 - Aug. 2018
Tunisie Télécom CSC Sfax Elmedina Sfax, Tunisia
- Coordinated technical teams for fiber optic (GPON) deployments, managing priorities and field operations for over **100 subscribers**.
- Monitored and resolved line incidents using log analysis and network diagnostics, reducing service downtime by **40%**.
- Supported digital transformation of maintenance processes, streamlining ticket escalation for **100+** incidents per month through internal tools.

Entry-Level Internship   July 2017 - Aug. 2017
Sabena Technics, Habib Bourguiba International Airport Monastir, Tunisia
- Acquired hands-on experience with the maintenance and inspection of aircraft engines, including the mechanical and electronic systems critical to their operation.

Skills

Leadership & Interpersonal:
Problem-solving, critical thinking, technical leadership, time management, communication.

Scripting:
Bash/Shell, Python, PowerShell

Cloud Provider:
AWS, GCP, EDARATCLOUD, Infomaniak, Azure

CI/CD & Automatisation:
Jenkins, Fastlane, Ansible, Shift-Left Testing (SLT)

Infrastructure as a code:
Terraform, AWS SDK

Build & Packaging Tools:
Gradle, Xcode, npm, Yarn

Web Server Configuration:
Nginx, OpenResty

Version Control tools:
Git, GitHub

Monitoring & Logging:
AWS CloudWatch, Grafana, Prometheus

Big Data Tools:
Hadoop, MapReduce, MongoDB

Back-End Development:
Node.js, Express.js, MongoDB, DynamoDB (serverless)

Front-End Development:
ReactJS, React-Bootstrap, Material UI, MUI, HTML/CSS, ElectronJS

FinOps & Cloud Cost Optimization:
AWS Cost Explorer, cloud cost audits, rightsizing, budgeting, FinOps best practices

Security & Networking:
VPN & remote access (OpenVPN), VoIP security (Asterisk), TLS/SSL implementation, IAM, VPC, DNS & routing (Route 53), Firewall configuration, SSL pinning, Certificates & automation (Let's Encrypt)

Mobile DevOps:
Xcode & IPA builds, Gradle APK builds, TestFlight, App Store & Google Play deployment, Blue-Green & Canary releases, Mobile App Security Testing (MobSF)

Projects

- **MAXapps Mobile Deployment & Support** (2022–2025):
  Installed, configured, and upgraded MAXapps Mobile servers (Node.js, MongoDB, OpenResty) on RedHat, Debian, Windows Server, and Docker, ensuring **90% uptime** and optimized performance. Delivered on-premise deployments across KSA (MOT, MOC, MOF, Tadbeir, KAFD, RCJY, Jeddah, Tarshid, LADUN), Africa (RTC, BDEAC, Gaia Sofert), Europe (AGL, Lhyfe), and USA (UCSDH, CSWG), **reducing deployment time** by **50%** and achieving high client satisfaction.
- **Release & App Store Management** (2022-2025):
  * Managed full **mobile release cycles** with Jenkins, Fastlane, and Xcode, automating publishing to **Apple App Store** and **Google Play**.
  * Improved release reliability by **30%** and shortened delivery time by **40%** through optimized pipelines and artifact management.
- **Terraform | AWS** (2022):
  Architected a serverless solution leveraging API Gateway, Lambda, and DynamoDB, automating deployment via Terraform.
- **Docker Compose Web App** (2021):
  Containerized web application using Docker Compose for scalable deployments.
- **Kubernetes (Minikube)** (2021)**:**
  Troubleshot Kubernetes pods and managed deployments using YAML and command-line approaches for reliable, efficient cluster operations.
- **MERN stack project** (2021):
  Implemented the "ISITCOM PFE LIBRARY" platform, enabling efficient report storage and simplified resource access for students.(2021)
- **IA & Android** (2021)**:**
  Engineered an Android object detection system with TensorFlow Lite for efficient on-device processing.
- **Deep Learning** (2021):
  Developed ASL (American Sign Language) recognition system using deep learning.
- **RFID & IOT**(2021):
  Built an RFID-based student access system for university dormitories to improve security and entry management.

Volunteer Experience

Team Leader   Oct. 2021 - Dec. 2021
Competition: The Night of Computing 2021 ISITCOM Hammem Sousse
- Led a 5–9 member team in Nuit de l'Info 2019, delivering an innovative IT solution under tight deadlines

Student volunteer   Jan. 2021 - Jun. 2021
Club ISF ISITCOM Hammem Sousse
Restored 15+ PCs for 3 schools, enabling 200+ students' digital access and reducing e-waste

Team member   Jan. 2021 - Jun. 2021
IoT Developers Club ISITCOM Hammem Sousse
- Supported IoT projects in the Developers Club, improving prototype functionality and team project delivery.

Team member   Nov. 2019 - Dec. 2019
Competition: The Night of Computing 2019 ISITCOM Hammem Sousse
- Designed and delivered innovative IT solutions within 24 hours.
- Achieved **2nd place** in the *Escape from Chaos Monkey* challenge, organized by **3DS OUTSCALE**, among 14 competing teams.

Active Member   2018
Maker Labes ISTIC Borj Cederia Tunisia
- Participated in 5 Robotics Club competitions, contributing to prototype design and team success.

First Aid   2017
Tunisian Red Cross Tunisia

Certifications & Training

- Harness Certified Infrastructure as Code Management Developer (Harness Inc)
- Harness Certified Continuous Delivery & GitOps Developer (Harness Inc)
- HashiCorp Certified: Terraform Associate DevOps Masterclass (Udemy)
- Cybersecurity Essentials LFC108 (The Linux Foundation)
- Understanding the OWASP® Top 10 Security Threats SKF100 (The Linux Foundation)
- AWS Cloud Practitioner Essentials (Coursera)
- Command Line in Linux (Coursera)
- OpenShift 4 (Kodekloud)
- FinOps Certified Practitioner (Kodekloud)
- Big Data Engineer v2 Mastery Award for Students (IBM)
- Big Data Engineer Explorer Award for Students (IBM)
- PSM I – Professional Scrum Master Training Certificate

Languages

Arabic
Native

French
Fluent (C1)

English
Fluent (C1)

Interests

Hiking

Photography

Fitness

Social Networks

in ELAGAS Amel

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