

# ELAGAS Amel

## DevOps & Cloud Infrastructure Engineer

With over 4 years of experience designing secure CI/CD pipelines, implementing DevSecOps practices, and automating multi-cloud deployments (AWS, Azure, GCP). Skilled in Infrastructure as Code (IaC), zero-downtime releases, and FinOps for cost optimization. Adept at leading technology initiatives that enhance security, reliability, scalability, and operational efficiency across distributed systems.

### Contact

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### Core Skills

**CI/CD & Automation** (Jenkins, Fastlane, Ansible, Shift-Left Testing) · **Infrastructure as Code** (Terraform, AWS SDK) · **Cloud Platforms** (AWS, Azure, GCP, EDARATCLOUD, Infomaniak) · **Containerization, Orchestration & Web Servers** (Docker, Docker Compose, Kubernetes, Nginx, OpenResty) · **Mobile DevOps** (Xcode, Gradle, TestFlight, App Store, Google Play, Blue-Green & Canary releases, MobSF) · **Monitoring & Logging** (Grafana, Prometheus, AWS CloudWatch) · **Security & Networking** (IAM, VPC, Route 53, TLS/SSL, OpenVPN, Asterisk, Firewall, SSL Pinning, Let's Encrypt) · **FinOps & Cost Optimization** (AWS Cost Explorer, rightsizing, budgeting, audits) · **Scripting** (Python, Bash/Shell) · **Build & Packaging** (Gradle, Xcode, npm, Yarn) · **Web Development** (ReactJS, React-Bootstrap, Material UI, HTML/CSS, ElectronJS) · **Back-End** (Node.js, Express.js, MongoDB, DynamoDB) · **Big Data** (Hadoop, MapReduce) · **Methodologies** (Agile, Scrum) · **High Availability & Scalability** (Load Balancing, Disaster Recovery, Auto Scaling) · **Version Control** (Git, GitHub)

### Work Experience

Tech Lead – Cloud & DevOps / Mobile CI/CD

Since Mar. 2022

**iMaxeam IBM Premier Business Partner Sousse, Tunisia**

- Designed, implemented, and maintained high-performance CI/CD pipelines with Jenkins, Fastlane, Terraform, and Ansible, increasing release speed by **40%** and reducing manual errors by **90%**.
- Automated** mobile app deployment to **Google Play** and **Apple App Store**, **cut delivery time by 50%**.
- Leveraged AWS services (S3, Route 53, VPC) for artifact storage, DNS management, hosted zone creation, and proxy configuration, supported **50+** projects and **improved deployment efficiency by 35%**.
- Remediated **100+** vulnerabilities, enhanced app security by **60%**, and achieved **98% observability**.
- Managed and resolved critical production incidents (**24/7**), reduced MTTR by **40%**, ensured **98% uptime**, and **conducted root-cause analysis**.
- Implemented FinOps practices, achieved a **30% reduction in cloud costs** and improved ROI through **audits, rightsizing, and waste elimination**.
- Led end-to-end delivery of **MAXapps projects** for **SNB, KIDANA, AGL and KAFD**, ensured system stability and delivered projects on time.

DevOps & Cloud Engineering Intern (AWS | Terraform)

Jan. 2022 - Sept. 2022

**iMaxeam IBM Premier Business Partner Sousse, Tunisia**

- Implemented automated Infrastructure as Code (IaC) provisioning with Terraform and AWS, enabling **99% reproducible deployments** and scaling cloud environments for **10+ projects with zero downtime**.
- Integrated continuous testing and version control, improved deployment reliability by **40%** and reduced rollback incidents by **30%**.
- Developed a **ReactJS + ElectronJS automation tool** for Terraform module execution, cut manual AWS resource provisioning time by **50%** and eliminated human error in cloud infrastructure changes.

Technician Internship

Jan. 2019 - May 2019

**ComunikCRM Menzeh 7, Tunisia**

- Implemented and managed a secure Asterisk VoIP system with OpenVPN, improving communication reliability by **80%**.
- Developed a web monitoring application that provided real-time call logs, analytics, and downloadable MP3s, reducing troubleshooting time by **40%**.

Final Year Project Internship

July 2018 - Aug. 2018

**Tunisie Télécom CSC Sfax, Tunisia**

- Participated in GPON fiber deployments for **10+** subscribers, monitoring and resolving incidents to reduce downtime **40%**.

Entry-Level Internship

July 2017 - Aug. 2017

**Sabena Technics, Habib Bourguiba International Airport Monastir, Tunisia**

- Practical experience in aircraft engine maintenance and inspection of critical mechanical and electronic systems.

### 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 Teleinformatics

2016 - 2019

**Higher Institute of Information and Communication Technologies (ISTIC) Borj Cedria, Tunisia**

Honors: Good | Class Rank: 1st | [Blockchain Diploma](#)

## Projects

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- **Lead DevOps Engineer - Global MAXapps Infrastructure (2022–2025):**
  - \* Installed, configured, and upgraded MAXapps Mobile servers 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.
  - \* Owned the full lifecycle management, performing upgrades, conducting security checks, and troubleshooting critical issues to ensure **90% uptime** and system integrity.
- **Release & App Store Management (2022-2025):**  
Led the full lifecycle of 50+ mobile applications, managing releases on Apple App Store and Google Play, coordinating cross-functional teams of developers and QA to ensure timely, high-quality deliveries.
- **AWS Serverless Deployment Using Terraform (2022):**  
Designed and deployed a serverless cloud solution (API Gateway, Lambda, DynamoDB) automated with Terraform, reducing manual deployment effort by **70%** and improving scalability across **5+ environments**.
- **Docker Compose Web App (2021):**  
Containerized web applications with Docker Compose, which cut setup time by **60%** and ensured consistent multi-environment deployments for cross-platform projects.
- **Kubernetes (Minikube) Cluster Operations (2021):**  
Diagnosed and optimized Kubernetes deployments using YAML manifests and CLI tools, improving cluster uptime by **25%** and accelerating rollouts through automated scaling and recovery.
- **MERN Stack Project (2021):**  
Developed the 'ISITCOM PFE Library' web platform using the MERN stack, which supported **100+ students** and streamlined project submission workflows by **50%**.
- **AI & Android (2021):**  
Developed a TensorFlow Lite Android app enabling **real-time, offline object detection** on edge devices.

## Certifications & Training

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- Oracle Cloud Infrastructure 2025 Certified DevOps Professional 1Z0-1109-25 ([Oracle](#))
- Oracle Cloud Infrastructure 2025 Certified Foundations Associate ([Oracle](#))
- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate ([Oracle](#))
- Aviatrix Certified Engineer (ACE) – Multicloud Network Associate ([Aviatrix](#))
- Harness Certified Infrastructure as Code Management Developer ([Harness Inc](#))
- Harness Certified Continuous Delivery & GitOps Developer ([Harness Inc](#))
- Harness Certified Cloud Cost Management Developer ([Harness Inc](#))
- Harness Certified Security Testing Orchestration 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](#))
- Microsoft Azure Fundamentals (AZ-900) – Skill Track ([DataCamp](#))
- OpenShift 4 ([Kodekloud](#))
- FinOps Certified Practitioner ([Kodekloud](#))
- ISO/IEC 27001 – Dynamics of Information Security Management System, ISMS ([Alison CPD Certified](#))
- Big Data Engineer v2 Mastery Award (IBM)
- PSM I – Professional Scrum Master Training Certificate

## Volunteer Experience

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- Team Leader Oct. 2021 - Dec. 2021  
**Competition: The Night of Computing 2021 ISITCOM Hammam Sousse**
- Led a team of 5–9 members to deliver an innovative IT solution under tight deadlines
- Student volunteer Jan. 2021 - Jun. 2021  
**Club ISF ISITCOM Hammam Sousse**
- Restored 15+ PCs for 3 schools, enabling 200+ students' digital access and reducing e-waste
- Team member Nov. 2019 - Dec. 2019  
**Competition: The Night of Computing 2019 ISITCOM Hammam Sousse**
- Designed and delivered innovative IT solutions within 24 hours, achieving 2nd place among 14 teams in the 3DS OUTSCALE 'Escape from Chaos Monkey' challenge
- Active Member 2018  
**Maker Labs ISTIC Borj Cedria Tunisia**
- Contributed to the design and assembly of robotic prototypes, earning top-3 placements in 5 national competitions.

## Languages

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English (C1 – Advanced), French (B2 – Intermediate), Arabic (Native)