Hamza Abou Jaib

aboujaih@mcmaster.ca | linkedin.com/in/hamzaaboujaib | github.com/HamzaAbouJaib | hamzaaboujaib.github.io/portfolio

Summary

Cloud-focused Software Engineering student with experience supporting production AWS and Azure environments through two cloud support internships. Experienced in resolving cloud incidents, automating workflows with Bash and CI/CD tools, and contributing to platform reliability initiatives. Motivated to grow in cloud operations and modern infrastructure.

Education

McMaster University   Hamilton, ON
Bachelor of Engineering – Software Engineering. cGPA: **3.99/4.0**   September 2021 – May 2026
- **Achievements**: Provost's Honour List, Dean's Honour List, McMaster University Award Of Excellence
- **Relevant Courses**: Data Structures and Algorithms, Databases, Operating Systems, Software Testing, Computer Networks

Experience

Royal Bank of Canada: **Cloud Support Engineer (Intern)** | Toronto, ON   May 2025 – August 2025
- Led knowledge transfer for new hires, enabling independent resolution of support tickets within 2 weeks and improving team efficiency.
- Re-engineered AWS onboarding SOPs to remove bottlenecks and support parallel workflows, reducing task execution time by 60% (12 hours → 5 hours).
- Selected to present contributions and migration support outcomes to senior leadership, demonstrating the impact of technical work and strengthening visibility of the cloud support team

Royal Bank of Canada: **Cloud Support Engineer (Intern)** | Toronto, ON   September 2023 – August 2024
- Supported and optimized AWS and Azure production environments serving 20,000+ users, enhancing platform reliability using Kubernetes (AKS/EKS), Azure AD, ACR/ECR, CloudFormation, and Managed Identities.
- Resolved 500+ cloud incidents through Jira/ServiceNow with a 98% satisfaction score, reducing MTTR by 40% (5 days → 3 days).
- Authored 10+ SOPs, runbooks, and best-practice guides, cutting troubleshooting time by 25% (2 hours → 1.5 hours) and reducing new-hire onboarding and knowledge transfer time by 40% (4 weeks → 2.5 weeks).
- Onboarded 20+ enterprise applications to AWS and Azure by configuring cloud resources, deployment pipelines, IAM policies, and network rules.

Rama Tech Centre: **Assistant Computer Technician** | Mississauga, ON   September 2019 – January 2020
- Diagnosed and resolved software, hardware, and network issues in a fast-paced technical support environment.
- Strengthened customer communication skills by translating complex technical problems into clear, easy-to-understand solutions.
- Gained foundational experience in troubleshooting, system configuration, and identifying root causes across diverse user devices.

Projects

Cloud-Based SOC: RDP Attack Detection | Azure, Microsoft Sentinel, KQL |
- Captured and analyzed 6,000+ brute-force login attempts using a purposely exposed Azure honeypot VM.
- Improved incident visibility by 80% through centralized log ingestion and Sentinel SIEM integration.
- Reduced investigation time by 90% with targeted KQL queries for failed login analytics.
- Built real-time global attack map dashboards for threat monitoring and geolocation insights.

ExoTech - Ecommerce Website | TypeScript, React.js, Next.js, MongoDB, Stripe, Firebase |
- Developed a full-stack e-commerce platform for electronics using TypeScript, React.js, Next.js and MongoDB, implementing responsive UI/UX to ensure seamless experience across devices.
- Integrated Next-Auth for secure user authentication and Stripe API for real-time payment processing, enabling a fully secure and reliable checkout flow.
- Utilized Firebase for scalable image storage and retrieval, reducing page load times by 80%(3 seconds → 0.5 seconds) and enhancing overall product browsing performance.

BirdScout | React Native, Supabase, Firebase, TypeScript, Expo |
- Developed mobile app enabling users to capture bird images and receive AI-generated species identification.
- Implemented Supabase for data storage and edge functions; intergrated secure authentication flows using Firebase Auth, ensuring safe and reliable user access management.

Technical Skills

Cloud: AWS, Azure, Firebase
DevOps / CI/CD: Docker, Kubernetes, Jenkins, GitHub, Terraform
Languages: JavaScript, Typescript, Python, Bash, SQL
Tools: Linux, Jira, ServiceNow, REST APIs, UML
Databases: MongoDB, MySQL, DB2
Certifications: Fortinet Certified Fundamentals in Cybersecurity