Dear Sir,

I am thrilled to offer my services to help you with your firm's upcoming challenges, in business and technology, as I would love to leverage my excelled education in MBA and computer engineering, versatile knowledge, 10 years of experience and passion for information systems and solutions. I have experience in leading successful cross-functional teams, and carefully managing IT aspects with advanced top-notch technology trends.

Throughout my career, I've worked closely with head management of multiple sectors; private, government and I-NGO, to identify and overcome business challenges from a technological perspective, by maximizing revenues via entering new markets with newly designed applications and products, also by continuously reducing costs via optimizing technical budgets and adopting affordable services through cost-benefit analysis.

During the past 7 years of my duty with Souktel Inc, I've helped my firm in seeking and forming new technologies into viable business opportunities while assuring our systems' scalability, security and elasticity, that made it possible for us to expand our line of services and hence boosted our annual revenue to multi-million USD, and grew our team to 50+ from only 8 early-stage startup champions!

I would welcome the chance to discuss your business and/or technology objectives, and show you my proven experience in translating those into achievable action plans and practical strategical roadmap.

Sencerely,

Thabet

Thabet **Amer**

SOLUTIONS ARCHITECT · DEVOPS ENGINEER

📞 (+1) 773-669-6004 | 📞 (+972) 569-170-790 | ✉ thabet.amer@gmail.com | ⊙ thabetamer | 🔗 thabetamer

10+ years of managing software projects and building IT solutions from design to delivery, leading teams, building cloud services, implementing DevOps practices, and maintaining live systems. An enthusiast for Everything-as-Code and Everything-as-a-Service, and always curious to learn and be part of the next big thing in tech.

Experience

Souktel Inc　　　　　　　　　　*USA, since Feb '13 (7yrs)*

DEPUTY CTO　　　　　　　　　　　*since Oct '18*

Through proven technical and leadership skills, I was promoted to take over CTO's daily operational duties, by overseeing 5+ concurrent agile software projects' delivery, leading a cross-functional team of 20+ engineers to ensure completion of deliverables and adherence to timelines, conducting recruiting and training for staff and resource planning, among with practicing DevOps and cloud operations.

DEVELOPMENT OPERATIONS MANAGER　　*since Jan '18*

Led the process of elevating development processes efficiency and overall SDLC, through implementing DevOps practices that turned to save 30% of software release time by initiating CI/CD with Jenkins, Docker, Swarm, Ant with Sahi for test automation. Pioneered Infrastructure as Code toolsets with CloudFormation and Ansible to ease managing 30+ AWS EC2s.

INTEGRATION LEAD ENGINEER　　　　*Feb '13 - Dec '17*

Besides the daily routine system administration duties on AWS and light loads on Azure and GCP, I led 10+ Agile software projects using Kanban and Scrum, with 10s-100s K USD budgets as SaaS platforms for data collection, ME, Outreach, and LMS, using CodeIgniter and Laravel frameworks, MySQL, MongoDB, JIRA, BitBucket Git. Moreover, I designed, developed and maintained REST APIs based on PHP and Python for various telecom and social channels.

UN Office on Drugs and Crime　　　　*Palestine*

SYSTEM ADMINISTRATOR AND ARCHITECT　*Nov '12 - Oct '13 (1yr)*

Was assigned as an IT program consultant to help a local governmental department in the design and building a highly-available mail system, serving 1K+ users, scalable to 10K+, integrated with LDAP for AAA, based on Linux, Postfix, Dovecot, and Roundcube. To sustain the project, I trained a 15+ IT operations team and introduced ISO-9001 SOP for technical documentation using Wiki.

Bisan Systems Ltd　　　　　　　　*Palestine*

NETWORKS AND SYSTEMS ENGINEER　　*Nov '10 - Oct '12 (2yrs)*

Directed the process of migrating the system to poly-cloud IaaS providers like Amazon AWS, Alongside managing multi-location hybrid datacenters. Also, I administered business applications backed by replicated MySQL databases and employed advanced monitoring, performance graphing and alarming alerts with Nagios/Cacti/SNMP/Asterisk.

Exalt Technologies Ltd　　　　　　*Palestine*

SYSTEMS AND VOIP SOLUTIONS ENGINEER　*Feb '09 - Oct '10 (21mos)*

Helped in entering the VoIP market by designing commercial Asterisk SIP/IAX IP-PBX and eFax solution, besides system administration duties for local network, on-premise Linux servers, and various open-source software as OpenVPN, LDAP/RADIUS, Twiki, Bugzilla, Trac, SVN, Bind, Squid, and Samba.

Recent Projects

Omnichannel Outreach Platform: Led a team to design and build a web SaaS platform, customized for several I-NGOs for subscribers interaction, automating customer engagements with surveys, CRM and Case Management. Microservices based.

Monitoring and Evaluation Platform: Led a team to implement an enterprise SaaS platform with the capabilities of data collection via web/mobile/telecom/social media, with data visualization and reporting through dynamic indicators.

Telecom/social API Gateway: Developed a REST API gateway to handle bothway requests/callbacks for transactions on telecom (SMS and IVR) and social networks (Whatsapp and Facebook).

Education

Indiana University Of Pennsylvania - IUP　　*PA, USA*
MASTER OF BUSINESS ADMINISTRATION - MBA　　*Aug '17*

Birzeit University　　　　　　　　　*Palestine*
B.E. COMPUTER SYSTEMS ENGINEERING　　　*Jun '09*

Skills & Courses

DevOps: CI/CD with Jenkins pipelines on Groovy, Containerization with Docker and ECR, Orchestration on Docker Swarm, Compose and Kubernetes, EKS, IAC using CloudFormation and Ansible, Ant, Prometheus, Nagios.

Development: Agile SDLC (Kanban/ Scrum), JIRA, Redmine, Confluence/Wikis, MS Project, LAMP stack, Apache/Nginx, RabbitMQ, KeyCloak, Git/svn, REST/SOAP APIs.

Languages: PHP, Java, Python, Bash, Groovy.

Datastores: MySQL, MongoDB, Redis, ElasticSearch.

Telecom: VoIP, Asterisk/IVR, Kannel/SMPP.

Courses:

- Continuous Learning on Soft Skills, Leadership, Business Management, Strategic Planning, Agile Project and Product Management, *LinkedIn Learning*
- Continuous Learning on DevOps, Solutions Architecture and Infrastructure, Cloud Services. *LinkedIn Learning, Udemy, and DZone*
- Kubernetes Mastery: Hands-On Lessons, *Udemy*
- Docker Mastery: with Kubernetes and Swarm, *Udemy*
- Jenkins Pipeline As Code, *Udemy*

Indiana University of Pennsylvania
www.iup.edu

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ECB, Room 203
664 Pratt Drive
Indiana, Pennsylvania 15705-1036

Date: February 13, 2019

To whomsoever it may concern

Subject: Recommendation for Mr. Thabet Amer

 It gives me great pleasure to write this recommendation for Thabet. I met Thabet in my IFMG 640 class in American University of Palestine. Right from the very outset I was impressed with his level of technical knowledge and his view of IT in the context of business, society, and Palestinian economy in general. His holistic view of technology and the thoughtful approach of its use to the betterment of all, was something that impressed me at the outset. I had regular interactions with Thabet inside and outside the class and have stayed in touch since returning after my teaching. We exchange views on some cutting edge paradigms and technologies like DevOps, agile software development, etc. on a regular basis. Recently we can have communicating on the prospect of Thabet using his vast experience and expertise and coming up with new frameworks and paradigms in an evidence based fashion. Formal research is an important part of this endeavor and we have been discussing the prospect of Thabet pursuing a doctoral program. I can say that I know Thabet well. I am also fully aware of his aspirations of pursuing a doctoral program and feel confident in commenting upon his capabilities.

Based on his performance in my course and my interactions with him, I would rate Thabet's intellectual capability as above average. Thabet has a very positive attitude towards his education. He is a serious and well mannered individual who treats all faculty with respect, and interacted pleasantly with all his class mates. He is a dedicated and hard-working individual, with a good work ethic. He was regular in his class attendance. He demonstrates enthusiasm and curiosity to learn new concepts and technologies, and the ability to apply them to new situations/tasks at hand to accomplish them successfully. His professional work history is an ample evidence of this. He has good communication skills. He is also a good team player and works well in teams.

My overall impression of Thabet is that he is a versatile and well-rounded person. I am particularly impressed with his willingness to talk with me on a variety of topics in a quest to broaden his horizons. It is apparent to me that he strives to further his knowledge though structured instruction and education. He acquired many requisite skills in the IUP's MBA program. He is aiming for a doctorate in Information Systems to further broaden his horizons, and embark on a career in research and education. He will be an excellent fit for your PhD program. He has a unique skillset in some of the cutting edge technologies and the business world. He will bring in some unique perspectives to the class discussions and research in general. Given the pace of technology and its impact on business, society, and country in general, evidence based implementations are needed to bring benefits. Thabet armed with the research knowledge from the Ph.D. program will be able to fulfill the role. I recommend him and support his application for admission to the doctoral program and request you to give a serious consideration to his application. Please do not hesitate to talk to me in case you need addition information/clarification.

Sincerely

Pankaj Chaudhary, Ph.D.
Professor and Chairperson (pankaj@iup.edu)

Apr. 17, 2015

To Whom It May Concern,

I write on behalf of Souktel, to recommend Mr. Thabet Amer, who served as an integral part of the Souktel team since he joined our organization in 2013. He leads the management of network and systems infrastructure for a multinational, distributed team of 20+ staff, and he leads the development of software components for large-scale global clients—including the International Committee of the Red Cross, UNDP, and the US Government's Middle East Partnership Initiative, among others.

From his first day on the job, Mr. Amer has shown exceptional leadership in a challenging corporate setting. He has initiated company-wide plans for enhancing our IT infrastructure, and has overseen the scale-up of our systems to accommodate an ever-growing team of staff. He works methodically, conscientiously, and analytically to assess business problems as they arise, and to propose innovative solutions. Mr. Amer would be an asset to any firm: He brings a strong sense of business acumen to the workplace, and would add value to any team.

Please feel free to contact me directly, should you have any questions about Mr. Amer or his recent work. I'd be happy to share additional information about our experience working with him.

Best,

Jacob Korenblum,
CEO – Souktel Mobile Solutions

To whom it May Concern:

It is with my great pleasure that I am giving my best recommendation for Mr. Thabet Amer, who completed a year contract (October 2012 – October 2013) with the United Nations Office on Drugs and Crime in Palestine. The Office implements projects aimed at building the capacity of the criminal justice system and advancing the rule of law in Palestine.

One of the major projects that UNODC (Jerusalem-Office) has worked on since 2009 is Prison Reform and Mr. Amer has been one of the team-members who contributed very efficiently to the implementation of the project. Within different tasks and in a very short period of time, He effectively integrated the team at the Palestinian Police IT department and worked on very important and challenging projects, including the improvement and integration of the Palestinian Prisoner File Management System.

During his time at UNODC, I have worked closely with Mr. Amer as his supervisor and I have come to know him as a very dedicated and helpful employee who fully engaged in the work and in the mission of the Office. He expressed wonderful initiative and a positive attitude while displaying a high level of professionalism.

Mr. Amer carried out his tasks in a fully responsible manner showing sound critical analytical and technical skills. Furthermore he also demonstrated a remarkable capacity for teamwork manifesting his ability to work well with people of different backgrounds at the Police HQ.

I would assign Mr. Amer to a strong manager on a challenging project, allowing him to take ownership of a certain portion of the project and letting him soar. I believe that he has tremendous capabilities and will contribute greatly to any organization that he might be a part of.

Should you require any further information, do not hesitate to contact me in future.

Cheikh O. Toure
Officer in Charge
United Nations Office on Drugs and Crime
Programme Office in the Occupied Palestinian Territory
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