Ahmed Hassanen

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Linkedin: linkedin.com/in/ahmed-hassanen | **Location:** Riyadh, Saudi Arabia
Notice Period: Negotiable | **Relocation:** Open to relocate anywhere
Languages: English & Arabic

SENIOR PLATFORM ENGINEER | DEVOPS & AUTOMATION ENGINEER | ATLASSIAN SOLUTIONS EXPERT

PROFESSIONAL SUMMARY

Senior Platform & DevOps Engineer with **7+ years of hands-on experience** in designing, scaling, and automating complex enterprise platforms. **Specialized** in Infrastructure-as-Code (IaC) with Terraform, CI/CD automation pipelines with GitLab & Jenkins, and multi-cloud management with AWS, GCP, Azure, and EKS. **Proven leader** in cloud migration, designing and implementing system architecture & integrations, that provide high-availability resilient environments within ITIL frameworks & Agile methodologies to achieve operational excellence. **My core expertise** includes PMO project management & delivery, end-to-end management and administration of Atlassian Suite Data Center & Cloud. Full-lifecycle custom solution development, including the training of AI/ML services and Atlassian Rovo.

KEY CAREER HIGHLIGHTS

Senior Platform Engineer (Atlassian), Tawal, Riyadh, Saudi Arabia October 2024 - Present
-   Drove a 20% improvement in operations performance and efficiency by designing and deploying large-scale custom solutions within the Atlassian Suite products (Jira & Confluence).
-   Achieved 99.9% application performance and uptime through end-to-end management & administration of Data Center Atlassian Suite applications.
-   Reduced manual tasks across the business by 80% by enhancing customized workflows and automation solutions using scripting.
-   Increased platform resilience and availability by 33% by leading the IaC deployment process using Terraform with minimal disruption to business operations.
-   Improved visibility and cross-platform data flow by 40% by integrating Atlassian Suite products with other enterprise systems via scripting, serverless middleware, and custom automation pipelines.

Senior Platform & DevOps Engineer (Atlassian & Cloud), ServiceRocket, Kuala Lumpur, Malaysia July 2022 - October 2024
-   Achieved 35% cost reduction, and improved deployment velocity by 45% by Optimizing IaaS cloud infrastructure across AWS (EC2, S3, RDS, NoSQL, Lambda, IAM, VPC, CloudWatch, A2I, Lex) and GCP (Compute Engine, Cloud Storage, GKE, GCF, Vertex Ai) via Terraform & CI/CD, focusing on security, and performance optimization and high-availability.
-   Architected and developed 10+ mission-critical system integrations (e.g. AWS, GCP, Jira, Confluence, Rovo, Oracle NetSuite, HubSpot, OpsGenie) using scripting, including SSO/SAML, and password-vaulted apps, enhancing automation and operational efficiency.
-   Increased team's SLA performance by 25% by mentoring, training and upskilling junior engineers on troubleshooting complex issues & scripting by hosting knowledge transfer sessions.
-   Increased system speed and stability by 20% by identifying and resolving infrastructure bottlenecks through targeted solutions implementation.
-   Increased IT organizational performance, and service maturity by 40% by driving strategic IT initiatives and continuous improvement efforts, incorporating market benchmarks like ITIL & Agile processes.
-   Executed PMO projects end to end, defining scope, directing cross-functional partners, and controlling resource allocation to ensure on-time delivery.
-   Supported and maintained end to end All Atlassian Suite applications on all hosting options.

Platform & Systems Engineer (Cloud & Atlassian Automation), ServiceRocket, Kuala Lumpur, Malaysia October 2021 - June 2022
-   Maximized ROI on current technology investments and leveraged Cloud trends to architect future business

strategies by designing and implementing emerging technology solutions.
- Achieved a 22% higher score in PEN Test by improving security across all departments; enhancing overall security posture, patching systems, and resolving security incidents.
- Achieved a 34% reduction in procurement costs by authoring business case analysis to address clients' most pressing technology challenges, recommending optimal hardware, software, and networking purchases.
- Supported and maintained end to end All Atlassian Suite applications on all hosting options.

ITSM & Systems Engineer (Atlassian), ServiceRocket, Kuala Lumpur, Malaysia June 2020 - October 2021
- Established and managed a Configuration Management process (CMDB) ensuring all hardware and software assets were recorded and automatically managed per ITIL Policies.
- Defined, communicated, and implemented global IT strategic plans, policies, and technical governance standards addressing operational and technological business needs according to ITIL & Agile methodologies.
- Enhanced security posture and access control by administering IAM and permissions across various systems including LDAPs, Google Suite, Crowd, Okta, and Cisco Meraki.
- Supported and maintained end to end All Atlassian Suite applications on all hosting options.

Application Support Engineer, Atlassian, Kuala Lumpur, Malaysia September 2019 - June 2020
- Provided technical expertise on the administration of security tools that control and monitor data security, including intrusion detection for Jira Server/Data Center.
- Functioned as the primary technical expert on installation, operation, configuration, and upgrades of Jira Server/Data Center.
- Applied troubleshooting techniques to resolve problems, ensuring maintenance of existing operational services and minimizing downtime for customers by 15%.
- Supported and maintained end to end All Atlassian Suite applications on Server/Data Center.

Infrastructure Support Engineer, T-Systems, Selangor, Malaysia December 2017 - May 2018
- Optimized networks, systems, servers, and applications to identify and correct malfunctions and operational issues, maintaining high-availability standards across 24/7 operations.
- Served as Incident Manager, directing teams to ensure fast resolution of critical issues within SLA agreements.
- Uphold security compliance and operational continuity by performing audits and patch management, and log reviews for clients servers.
- Supported migration and maintenance of customer servers, improving service stability while ensuring 99.9% uptime service.

EDUCATION

Bachelor of Science - BS, Information & Communication Technology
Limkokwing University of Creative Technology, Selangor, Malaysia

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CERTIFICATES & TECHNICAL BADGES

Cloud, DevOps, & IT Service Management
- **Google Cloud DevOps Engineer, SRE Certificate**, Google, October 2025
- **Google IT Support Certificate**, Google, October 2025
- **Google Cloud Computing Foundations Certificate**, Google, October 2025
- **ITIL® 4 Specialist Create, Deliver and Support**, Axelos, September 2022
- **Data Security and Privacy**, EverFi, October 2021
- **AWS Certified Cloud Practitioner**, Amazon, May 2021

Atlassian Technical Expertise
- **Atlassian Cloud Organization Admin**, Atlassian, September 2023
- **Atlassian Certified Expert**, Atlassian, January 2023
- **Managing Jira Projects for Cloud (ACP-620)**, Atlassian, January 2023
- **Confluence Space Administration (APB-220)**, Atlassian, May 2022
- **Atlassian Certified Jira Administrator for Cloud (ACP-120)**, Atlassian, February 2022
- **Atlassian Certified Jira Administrator for Data Center & Server (ACP-100)**, Atlassian, May 2020

Recognition Badges
- **Best Hack Winner 1st place**, ServiceRocket, August 2021