ABDIHAKIM SAID

Site Reliability Engineer & Multi-Cloud AI Integration Specialist

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PROFESSIONAL SUMMARY

Site Reliability Engineer and Multi-Cloud AI Integration Specialist with proven track record of architecting production-grade platforms delivering transformational business results. Creator of HealthHub AI Healthcare Platform serving 10,000+ daily users with 99.94% uptime and CloudMart E-Commerce Platform generating $2.25M monthly profit increase. Deep expertise across AWS, Azure, Google Cloud, and OpenAI with comprehensive NHS healthcare domain knowledge. Achieved 99.96% average uptime, 4.2-minute MTTR, and £4.5M+ cost optimization while maintaining zero security incidents across regulated environments.

KEY ACHIEVEMENTS

HealthHub AI Healthcare Platform
- 10,000+ daily users with 99.94% uptime
- $2.3M annual cost savings
- Multi-cloud AI integration
- Zero security incidents

CloudMart E-Commerce Transformation
- $2.25M monthly profit increase
- 99.97% Black Friday uptime (500K+ users)
- 90% customer support automation
- 70% faster deployments via CI/CD

SRE Excellence
- Industry-leading 4.2-minute MTTR
- 99.96% average uptime across 15+ services
- 85% reduction in system failures
- Automated incident response

Cost Optimization
- £4.5M+ total cost savings delivered
- 63% cost reduction at Moorfields Hospital
- 20% operational savings at Chelsea & Westminster
- Multi-cloud optimization strategies

TECHNICAL SKILLS

Multi-Cloud AI Integration
AWS: Lambda, DynamoDB, S3, CloudWatch, API Gateway, EKS
Azure: AI Speech Services, Cognitive Services, AKS, Functions
Google Cloud: Vision AI, BigQuery, GKE, Cloud Storage
OpenAI: GPT-4, Assistant API, Amazon Bedrock

Site Reliability Engineering
Monitoring: Prometheus, Grafana, CloudWatch, ELK Stack, X-Ray
Reliability: SLI/SLO, Error Budgets, Chaos Engineering, MTTR Optimization
Incident Response: Automated runbooks, Intelligent alerting

DevOps & Infrastructure
Orchestration: Kubernetes (EKS/AKS/GKE), Docker, Microservices
Infrastructure as Code: Terraform, CloudFormation, ARM Templates
CI/CD: GitHub Actions, AWS CodePipeline, Blue-green deployments

Healthcare Compliance & Security
Regulations: GDPR, NHS Digital Standards, HIPAA
Security: Zero-trust architecture, DevSecOps, ISO 27001
Tools: Trivy, GuardDuty, IAM, IRSA, Secrets Manager

PROFESSIONAL EXPERIENCE

Site Reliability Engineer & Multi-Cloud AI Integration Specialist

Luul Solutions Ltd | March 2022 - Present | London, UK

HealthHub Multi-Cloud AI Healthcare Platform

- Architected enterprise healthcare AI platform serving 10,000+ daily patient interactions with 99.94% uptime
- Integrated AWS + Azure + Google Cloud + OpenAI achieving 99.8% API reliability for patient-critical systems
- Delivered $2.3M annual cost savings through intelligent multi-cloud optimization
- Built fault-tolerant serverless backend with 7 microservices handling 50,000+ daily requests
- Maintained full HIPAA and GDPR compliance with zero security incidents

<u>CloudMart AI-Driven E-Commerce Platform</u>

- Led complete legacy transformation generating $2.25M monthly profit increase
- Reduced 500-person support team to 50 AI supervisors achieving 90% automation
- Delivered 99.97% uptime during Black Friday handling 500K+ concurrent users
- Implemented 70% faster deployments via automated CI/CD pipelines
- Built real-time data pipeline using DynamoDB Streams → Lambda → BigQuery

Cloud Engineer & Healthcare Infrastructure Specialist

Moorfields Private Eye Hospital | February 2021 - March 2022 | London, UK

- Delivered 63% quarterly cost reduction (£1.2M+ annual savings) through AWS optimization
- Architected GDPR compliant infrastructure supporting 5,000+ daily patient records
- Built multi-AZ disaster recovery with 99.95% availability and RTO <30 minutes
- Achieved ISO 27001 compliance passing all NHS Digital security assessments

System Administrator & IT Infrastructure Specialist

Chelsea & Westminster Hospital NHS Foundation Trust | March 2020 - February 2021 | London, UK

- Maintained 99.9% uptime for critical hospital systems supporting 1,000+ staff
- Led infrastructure upgrade resulting in 40% performance increase
- Achieved 20% reduction in IT operational costs through optimization
- Reduced security incidents by 30% through advanced protocols

EDUCATION

BSc Computer Science

University of Greenwich, London, UK | 2016-2019

Certifications: AWS Certified Solutions Architect | Kubernetes Certified Administrator (CKA)