Amr Amer, DevOps Engineer

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Summary

Passionate DevOps engineer with knowledge in automating and streamlining operations to enhance system reliability and performance.

Deep knowledge of cloud platforms, continuous integration, and deployment orchestration. Committed

to fostering collaboration between development and operations teams to drive innovation and efficiency.

Work Experience

Feb 2024 - Mar 2025	Support and Implementation Engineer, Prgoressoft	Amman,Jordan

- Provide technical support for payment solutions, ensuring seamless transaction processing and system reliability.
- Diagnose and resolve issues related to payment gateways, transaction failures, and integrations with banking systems.
- Work with Kubernetes, Docker, and CI/CD pipelines to automate deployments and improve software release cycles.
- Investigate and resolve system-level issues, including server crashes, performance bottlenecks, and security vulnerabilities.
- Troubleshoot database-related problems, optimize queries, and ensure database availability for critical applications.
- Monitor logs and system metrics to proactively detect and prevent potential failures.
- Utilize cloud platforms (AWS) to create scalable testing environments for payment processing simulations.
- Develop automation scripts to streamline testing workflows and validate system resilience under high transaction loads.

Education

Oct 2020 - Jan 2025   Bachelor in Network Security Engineering, Princess Sumaya University for Technology (Excellent)

- Honors List

Skills

CI/CD	Troubleshooting
Containerization	Linux/Unix
Kubernetes	SQL
AWS	Bash scripting
Python	

Courses

Jun 2022	Cisco Certified Network Associate(CCNA), Cisco
Jan 2023	AWS Solutions Architect (AWS SAA), Amazon
Sep 2024	Certified Kubernetes Administrator(CKA), LinuxFoundation