Mohammed Hussein Greeballah Hamad

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Professional Summary

Enterprise Application Operations Specialist with over 7 years of experience in enterprise systems, application operations, monitoring, automation, and database management. Proven ability to lead operational initiatives, improve service reliability, and translate technical performance into management KPIs. Strong candidate for Team Leader role with hands-on expertise, cross-team coordination skills, and a structured approach to delivery, escalation, and continuous improvement.

Technical Skills (Hard Skills)

- **Enterprise Applications Operations:** MFS, TopUp, EVD, Bill Payment, CS Systems, ITSM and other applications.
- **Monitoring & Observability:** Zabbix (dashboards, triggers, web scenarios, API integration, automation)
- **Automation & Scripting:** Python (KPI reports, payment automation, health checks), Bash scripting
- **Databases**: PostgreSQL, Gauss DB, Oracle, MySQL.
- **Reporting and Analytics**: Microsoft Excel ,Word , pandas, openpyxl , Apache Superset, Power BI.
- **Operating Systems:** Linux (Ubuntu, RHEL) – administration, troubleshooting, services
- **Incident & Service Management:** ITSM, incident response, root cause analysis, escalation handling
- **CI/CD & Source Control:** GitHub, GitHub Actions, GitLab, Jenkins
- **Cloud & Virtualization:** AWS (Cloud Practitioner), VMware
- **Web & Application Support:** Nginx, application services monitoring, performance tuning
- **Security & Access Management:** Role configuration, audit logs.

Soft Skills

- **Team Coordination & Task Prioritization** – managing weekly plans, ownership, and delivery visibility
- **Incident Leadership & Escalation Management** – leading incidents, engaging vendors and internal teams
- **Stakeholder Communication** – clear reporting to management, vendors (Huawei), and cross-functional teams

- **Problem Solving Under Pressure** – diagnosing production issues and restoring services quickly
- **Process Improvement & Automation Mindset** – reducing manual work through scripts and reporting automation
- **Accountability & Ownership** – end-to-end responsibility for systems and outcomes
- **Mentoring & Knowledge Sharing** – supporting team members across systems and tools
- **Decision Making & Risk Awareness** – identifying risks, blockers, and proposing actions
- **Time Management & Delivery Focus** – balancing operational support with strategic improvements

Professional Experience

Enterprise Application Operations Specialist | Zain Sudan (QAST) | Nov 2023 – Present

- Operate critical enterprise applications including MFS, TopUp, EVD, Registration, ITSM, Zabbix, and Back Office systems, ensuring high availability and operational stability.

- Lead weekly operational reviews, KPI reporting, and incident follow-ups with clear action tracking.

- Automated weekly and monthly KPI reports using Python, SQL, and Excel, reducing manual effort by over 60%.

- Built real-time monitoring dashboards in Zabbix to improve proactive issue detection and SLA compliance.

- Act as escalation focal point between internal teams, vendors, and external partners.

- Executed structured on-call and daily health check processes for high-volume systems like MFS.

- Support audit, compliance, and management reporting with accurate and timely operational data.

System Administrator & DevOps Engineer | AlmedTech | Feb 2021 – Nov 2023

- Administered Odoo ERP systems, including installation, configuration, automated backups, performance tuning, and custom module deployment.
- Supervised enterprise infrastructure services including LAN, WAN, VPN, Windows Server, and Active Directory.
- Automated routine system maintenance and deployment tasks using **Python and Bash scripting**, improving operational efficiency by over 30%.
- Planned, executed, and validated backup and disaster recovery procedures to ensure business continuity.

System Administrator | Masa for Information Technology | Aug 2018 – Apr 2022

- Implemented and supported the company's full IT stack, including servers (Odoo), NAS storage, networking devices, and peripherals.
- Enforced and monitored security protocols using firewalls and IPS/IDS systems to protect against threats.

- Provided timely resolution for hardware and software issues, managing user access and system permissions.

System Administrator | Nile Center for Technology Research (NCTR) | Dec 2015 – Feb 2017

- Administered critical server and network infrastructure supporting 20+ enterprise applications, achieving over 99.9% system availability and reducing unplanned outages through proactive monitoring and maintenance.
- Performed regular vulnerability assessments and performed security patches to mitigate risks.
- Oversaw backup and restore operations for all critical organizational data.

Education

B.Sc. in Information Technology | Al-Neelain University | 2010 – 2015

Certifications

- Red Hat Certified Engineer (RHCE)
- CCNP Routing & Switching
- Microsoft Certified: Azure Fundamentals
- Cybersecurity Essentials Certification
- **Power BI Desktop: Advanced Data Visualization (Udemy)**
- Odoo Technical & Administration Certification
- Docker Certificate Course

PROJECTS

Leadership & Key Achievements

- **Automated Mission-Critical Processes:** Developed Python scripts to automate daily health checks and reporting, freeing up 10+ hours of manual work per week.
- **Enhanced System Resilience:** Designed and Applied a disaster recovery plan for critical applications, resulting in a **50% reduction in downtime**.
- **Improved Operational Visibility:** Created a real-time Zabbix monitoring dashboard for high-priority systems, improving proactive incident management.
- **Drove Data-Informed Strategy:** Built Power BI dashboards to visualize key business KPIs, providing leadership with actionable insights.
- Created a standardized Team Weekly Summary and MOM framework aligned with management KPIs.
- Reduced incident resolution time by implementing proactive monitoring and clear escalation paths.

- Recognized internally for operational excellence and automation initiatives.
- Actively mentoring team members on monitoring, reporting, and automation best practices.