MUHAMMAD ZIAD ABUSAA

ENGINEERING MANAGER | Cloud, SRE and DevOps

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Over 14 years of experience in software development and 5+ years in DevOps, DevSecOps, SRE, and cloud technologies. Adept at designing and implementing reliable and user-friendly systems. Proven leader with a track record of motivating, mentoring, and managing teams to build high-quality applications and effectively track changes.

Work Experience

ENGINEERING MANAGER | SRE   May 2023 - Present
LUCID MOTORS | RIYADH

- **Infrastructure Reliability and Performance**: Ensured + 99.5 % uptime by optimizing infrastructure and application performance. Managed a multi-cloud environment across AWS and OCI, scaling resources dynamically based on demand.
- **Infrastructure as Code (IaC) with Terraform**: Automated resource provisioning for over 20 AWS and OCI environments, reducing manual setup time by 90% and increasing deployment speed by 60%.
- **Continuous Delivery with Argo CD**: Implemented Argo CD to manage over 25 Kubernetes clusters. Reduced deployment time from hours to minutes and achieved a 95% reduction in deployment errors.
- **Data Platform Management**: Managed critical data platforms including **EMQ X, Apache Kafka, Apache Spark, Apache Hive, Apache Superset, and Apache Airflow**. Maintained 99.5% availability.
- **Monitoring and Alerting**: Implemented a monitoring system using Kubernetes Prometheus stack, which improved incident response efficiency by 70%. Created custom metrics and alerts that proactively identified and resolved 90% of issues before they impacted services. Utilized Grafana for real-time metric visualization.
- **Cost Optimization**: Executed a cost optimization strategy across AWS and OCI, resulting in a 30% reduction in monthly cloud expenses. Identified and decommissioned idle resources, optimized instance sizes, and implemented resource lifecycle management.
- **Leadership and Team Development**: Led a team of 5 SREs, conducting bi-weekly one-on-ones and setting performance goals. Achieved a 15% improvement in team performance metrics and increased overall team satisfaction by 20%.
- **Departmental Goals and OKRs**: Aligned SRE team efforts with departmental OKRs, leading to a 30% improvement in meeting performance targets. Facilitated regular OKR review meetings to ensure continuous alignment and focus on key objectives.

PRINCIPAL DEVOPS ENGINEER   Jan 2022 - May 2023
VISION BANK | RIYADH

- **DevOps Technologies and Tooling**: Selected and implemented DevOps tools that increased deployment efficiency by 70% and reduced manual configuration errors by 60%.
- **Cloud Adoption**: Led the implementation of cloud solutions from scratch, designing and deploying infrastructure for new applications.
- **GitOps Implementation with Argo CD**: Spearheaded GitOps adoption using Argo CD for 400+ applications, reducing deployment times by 70% and achieving a 95% decrease in deployment-related issues.
- **Security Integration**: Implemented Static Application Security Testing (SAST) and Software Composition Analysis (SCA) in application pipelines, resulting in a 50% reduction in vulnerabilities detected post-deployment.
- **Quality Code Checks with SonarQube**: Integrated SonarQube into CI/CD pipelines, improving code quality metrics by 40% and reducing technical debt by 30%.
- **CI/CD Automation**: Collaborated with the development team to establish automated CI/CD pipelines, reducing deployment time by 60% and increasing deployment frequency by 50%.
- **Monitoring with Prometheus and Grafana**: Implemented a monitoring solution using Prometheus and Grafana, improving incident detection time by 50% and providing real-time insights into system performance.
- **Infrastructure Provisioning with Terraform**: Automated infrastructure provisioning for 5+ environments using Terraform, decreasing setup time by 80% and ensuring consistent infrastructure across deployments.
- **Patching and Upgrading**: Managed patching and upgrading of tools and packages, ensuring 100% compliance with the latest security and performance updates.
- **Security Collaboration**: Worked with the Cybersecurity team to enforce security requirements across applications and tools, achieving a 90% compliance rate with internal security policies.
- **Training and Enabling New Joiners**: Trained and onboarded 10+ new team members in Platform and DevSecOps practices, improving their productivity by 30% within the first three months.

PLATFORM LEAD   Sep 2019 - Dec 2021
THIQAH BUSINESS SERVICES | RIYADH

- **Software Delivery Projects for Government Clients**: Led the design and implementation of software delivery projects for government clients.
- **Team Leadership**: Oversaw and managed multiple teams totaling +10 professionals, achieving a 20% increase in team productivity and a 15% improvement in project delivery timelines.
- **Transformation to Cloud-Native Apps**: Directed the transformation of applications to cloud-native architectures, integrating containerization across all applications, which facilitated smoother deployments and enhanced overall flexibility.
- **Kubernetes and Containerization Adoption**: Led the adoption of Kubernetes and containerization company-wide, implementing solutions that improved deployment speed by 50% and optimized resource utilization.
- **Project Design and Architecture Advisory**: Actively participated in and provided advisory support for project design and architecture with the architecture team, contributing to a 20% improvement in system efficiency and a 15% reduction in architectural redesigns.

- **Agile and DevOps Practices Adoption**: Implemented Agile and DevOps practices, resulting in a 35% increase in development team efficiency and a 40%.
- **Backend APIs Development**: Developed and optimized backend APIs, enhancing response times and increasing system scalability to better handle growing traffic and workload demands.

PRODUCT MANAGER/TEAM LEAD   Jan 2018 - Aug 2019
NETWAYS | RIYADH

- Team leader: responsible of project implementation and delivery and managing the dev team, following up on daily basis.
- Reviewing the final product before shipping into customer, In terms of business and technical implementation.
- Product management: responsible for managing product backlogs and first chair customer facing person.
- Participated in application design with Architecture team.

TECHNICAL TEAM LEADER   Jan 2017 - Dec 2017
NETWAYS | RIYADH

SENIOR SOLUTION DESIGNER   Dec 2012 - Jan 2017
NETWAYS | RIYADH

SOFTWARE ENGINEER   Jan 2010 - Nov 2012
OGER SYSTEMS | RIYADH

Published Courses

[Argo CD Essential Guide for End Users (Udemy)](#)

Skills

- **Containers & Orchestration**: Kubernetes, Helm Charts, Rancher
- **Cloud Platforms**: AWS, Oracle Cloud (OCI), Google Cloud, Azure DevOps (Certified)
- **Data Platforms**: Hive, Spark, Airflow, Kafka, Trino.
- **DevSecOps**: Security best practices, Secrets management using Vault.
- **GitOps**: Argo CD.
- **Infrastructure as Code (IaC)**: Terraform
- **Version Control Systems**: Azure DevOps, GitLab
- **Observability & Monitoring**: Prometheus, Grafana, Alert Manager
- **Team Management & Leadership**: Team leadership, project management
- **Development Frameworks & Languages**: .NET Core (C#), Angular, Go, Python and Shell Scripting.
- **Microsoft**: SharePoint (Certified), Office 365, CRM, BizTalk

- **BPM**: K2.

Education

UNIVERSITY OF JORDAN   Jan 2005 - Dec 2009
BACHELOR of COMPUTER SCIENCE

Certificates

- **AWS Certified Cloud Practitioner**
  Validation #: N9YY5EB2WEEQ1M5Z

- **Prometheus Certified Associate**
  Certification Number: LF-pp8k8uvy3s

- **Google Cloud Digital Leader**
  Certification Number: xvCjoH

- **Certified Kubernetes Administrator (CKA)**
  Certification Number: LF-kg8hjq9m42

- **Certified Kubernetes Security Specialist (CKS)**
  Certification Number: LF-IJ4BDLK3O6

- **Certified Kubernetes Application Developer (CKAD)**
  Certification Number: LF-4xr63e8hp8

- **Microsoft Certified: DevOps Engineer Expert**
  Certification Number: H584-3759

- **Microsoft Certified: Azure Developer Associate**
  Certification Number: H584-3619

- **Microsoft Certified Solutions Expert: Productivity**
  Certification Number: G421-5726

- **Microsoft Certified Solutions Associate: Office 365**
  Certification Number: G421-5525

- **Microsoft Certified Professional**
  Certification Number: E933-3478