

Mohamed Abdelrahman

Sr. system architect, Sr. cloud engineer, Sr. platform engineer, Sr. CRM administrator, and Sr. DevOps engineer

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Professional Summary:

A seasoned Sr. System Architect and Cloud DevOps Engineer with extensive experience in system administration, DevOps implementation, and cloud management across prestigious organizations. Proficient in Python, Java, AWS, Azure, Kubernetes, and more, contributing to high-impact projects like CRM Dynamics upgrades, Oracle administration, and automation initiatives. Holds an engineering degree, MBA, and specialized training in AI, machine learning, cloud computing, monitoring systems, and DevOps. Passionate about staying ahead in technology through continuous learning and professional certifications.

Key Skills:

Cloud Platforms: AWS, Azure, Google Cloud Platform (GCP), Oracle Cloud (OCI).

DevOps Tools: Jenkins, Docker, Kubernetes, Ansible, Git, GitLab, Azure DevOps, CI/CD Pipelines.

Programming Languages: Python, Java, PowerShell, Shell Scripting.

Monitoring Systems: AppDynamics, PRTG, Zabbix, Nagios, OpManager.

Databases: Oracle (11g, 10g, 9i), SQL Server, MySQL, IBM DB2.

Operating Systems: Linux (Red Hat, CentOS), UNIX (HP Itanium, Solaris, AIX), Windows Server (2003, 2008, 2016, 2019).

Professional Experience:

Saudi Commission for Health Specialties—Riyadh, Kingdom of Saudi Arabia (KSA).

Sr. System Specialist, CRM Administrator, Operations Professional, and DevOps Engineer

September 2016 – Present

- Administered Microsoft CRM Dynamics 365, Azure DevOps, GIT, and pipeline builds/releases.
- Managed Oracle Cloud (OCI), Siebel CRM, WebLogic, OAM, OID, and other Oracle systems.
- Implemented DevOps processes, test automation, and pipeline management using Agile/Scrum methodologies.
- Automated operational tasks with Python and PowerShell scripting.
- Using AI agents, ML to fix and automate some challenges.
- Designed and supported Azure DevOps pipelines, contributing to streamlined development workflows.
- Achievements:
 - Built and supported critical systems like Mumaris-Plus & Unified.
 - Implemented AppDynamics monitoring and upgraded CRM Dynamics 365.

Huawei—Cairo, Egypt

Oracle Database, OS & Application Server Administrator

December 2015 – September 2016

- Administered application servers (WebLogic, Oracle SOA, IBM WebSphere) and Oracle databases.
- Automated environment creation processes, including OS installations and database scripting.
- Supported high-profile clients such as VIVA, ZAIN, and Airtel across multiple countries.
- Achievements:
 - Led the TABS7 project, deploying critical patches and improving operational stability.

Vodafone Egypt—Cairo, Egypt

Technical Lead Tibco Administrator & DevOps Specialist

March 2012 – December 2015

- Developed and integrated TIBCO services, automating processes with UNIX shell scripts.
- Managed testing environments and deployments for systems like CRM, IVR, and billing.
- Achievements:
 - Created private cloud environments and Jenkins-based automation solutions.
 - Led high-impact projects such as Vodafone Red and ENGEZLY.

ITSOFT—Cairo, Egypt

Oracle Database, OS & Application Server Administrator

April 2009 – March 2012

- Administered application servers, operating systems, and Oracle databases.
- Provided technical support to developers and QC teams.

Education:

- **MSC in computer science and AI** from Big Academy- Britts Imperial University College university (in-progress).
- **Dual MBA in General Management**—EIU.ac, Paris, France & IBAS (2021).
- **B.Sc. in Electronics and Communications Engineering**—Assiut University, Egypt (2008).

Certifications:

- **Project Management Professional (PMP)** (June 2021).
- **ITIL® V4 Foundation Certificate in IT Service Management** (June 2021).
- **Designing and Implementing Microsoft DevOps Solutions** (July 2024).
- **AWS Certified Solutions Architect – Professional** (July 2024).
- **Professional Cloud DevOps Engineer Certification** (July 2024).
- **Security Operations Analyst Associate** (May 2025).
- **Microsoft Power Platform Solution Architect** (May 2025).
- **Python for Data Science from IBM** (September 2022).
- **Master in DevOps (SimpliLearn)**.
- **Postgraduate Program in Cloud Computing (GreatLearning)** (September 2023).
- **Cybersecurity Master (EH-Academy CEH)**.
- Various advanced training in AI, cloud computing, and monitoring tools.

Key Projects:

1. **Mumaris-Plus & Unified Systems:** Designed and implemented critical infrastructure.
2. **CRM Dynamics 365 Upgrade:** Managed system upgrade and integration.
3. **Vodafone Red Project:** Led the team for project execution, ensuring timely delivery.

Languages:

- **Arabic:** Native
- **English:** Professional proficiency

Courses and training:

Postgraduate Programs:

- **Cloud Computing (Feb–Oct 2023) – GreatLearning** (UT Austin, McCombs School of Business): Courses on AWS, Azure, GCP, DevOps, microservices, private cloud, and more.
- **AI & Machine Learning (Sep 2022) – SimpliLearn (Purdue University):** Python, Data Science, Machine Learning, Deep Learning, NLP, Reinforcement Learning, and capstone projects.

Master & Advanced Certifications:

- **Master in DevOps (Jul 2021) – SimpliLearn:** DevOps tools (Jenkins, Docker, Kubernetes, Ansible), AWS, Azure, Git, CI/CD, and Agile.
- **DevOps E-Degree (Jul 2020–Dec 2021) – Eduonix:** Foundations, cloud engineering, scripting, and monitoring tools.
- **Cybersecurity Master (Oct 2020) – EH-Academy CEH:** Comprehensive cybersecurity training.
- **Executive Director Certification (Nov 2020) – International Management Advanced College.**
- **DevOps & Advanced Tools (Oct 2020) – Koenig Institute:** Git, Docker, Jenkins, and Ansible.
- **CRM Dynamics 365 Training (Feb 2020)—Advanced course in Dubai.**

Professional Training & Certifications:

- **Azure DevOps (Jun 2020) – LinkedIn:** CI/CD pipelines, infrastructure, dependency management, and strategies.
- **Git for System Administration (Jul 2020) – LinkedIn.**
- **Kaizen Methodology (Sep 2020) – Kaizen Institute.**
- **ITIL, Project Management, SharePoint, SQL Server (Jun 2020) – LinkedIn.**
- **TIBCO Middleware Development (Dec 2015) – Boot Camp.**
- **UNIX & Linux Administration & Security – Advanced training in Solaris, Red Hat, CentOS, and CBT.**
- **Oracle Database Training (May 2009) – Orascom, Assiut University.**
- Many other courses.