

# Mustafa Ahmed



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## EXPERIENCE:

### AlICloud

September 2023 – Present

#### CloudOps Engineer

- Provided AWS technical support with client configuration and AWS services such as EC2, Load Balancers, Cloudfront, RDS, etc.
- Updated and created Bitbucket Datadog monitoring modules using Terraform (IaC) and Git
- Collected client's AWS infrastructure monitoring and alerting requirements and implemented configuration changes in client's environment.
- Designing client cloud architecture diagrams based on services.
- Created technical playbooks for the team to remediate any alarms crossing thresholds for immediate remediation.
- Created and provided complete services including incident management, installation, configuration, maintenance, and disaster recovery.
- Troubleshooting alerts via AWS Console, Cloudshell, SSM, OpenLens to to remediate any ongoing alarms.
- Participated in 24/7 on-call shifts, created and reviewed client playbooks.
- Created script to pull all resources for AWS clients in a spreadsheet.
- Review Datadog and AWS Cloudwatch events, logs, cloudtrail to identify issues and root cause.
- Investigate inbound traffic IP addresses from logs for CloudFront, Load Balancers, etc. to review if any malicious activity is ongoing.
- Utilized SSM run documents to provide efficiency in running any installs, upgrades on EC2 instances.
- Integrated OpsGenie with client AWS accounts.

Environment: AWS Amazon Web Services, EKS, OpenLens, GCP Google Cloud, Terraform, OpsGenie, Datadog

### ISmile Technologies

September 2022 – September 2023

#### CloudOps Engineer

##### Project: Skema Business School

- Administrating Azure IaaS/PaaS resources - Azure VMs, Azure Firewalls, VNets, and storage accounts using IaC Terraform.
- Took initiative to remediate all Azure resources with security violating policies that were non-compliant for clients.
- Integrated OpsGenie with Azure DevOps for clients to provide cloud operational support.
- Providing managed services to client's including onboarding, 24/7 cloud operational support, proactively monitoring cloud environment, and ensuring change requests and service requests are following ITSM best practices completed according to service level agreements.
- Creating security hardening guides for all new resources.
- Created a process for unapproved SaaS resources getting deployed in the cloud to prevent any form of security vulnerabilities.

Environment: Azure IaaS resources, Azure PaaS resources, Azure DevOps, CI/CD pipelines, Azure Migrate, ITIL, ITSM, OpsGenie, Terraform

**Project: Veterinarian Electronic Assistant**

- Developed automated build/package processes, enabling CI/CD pipelines using AWS CodePipeline, CodeBuild, and CodeDeploy for a web application in Docker containers.
- Managed the IAM user lifecycle, from creation to termination via Role Based Access Controls and oversaw access rights and privileges. Ensuring the security of user data and managing access rights to limit the potential for access abuse.
- Creating cost estimation documents, flow charts, and high-level architecture diagrams presenting to our clients how we will be implementing our solution.
- Leading the weekly standup calls providing weekly status updates regarding project completion and attempting to resolve any blockers.

Environment: AWS CI/CD pipelines, AWS IAM, Docker, Microsoft Visio

**Signature Consultants**

March 2022 – September 2022

*Cloud Monitoring Engineer*

- Managing the monitoring platform (SolarWinds and Azure Monitor) by reviewing and tuning node connectivity; adding and removing nodes; and improving our overall usage of monitoring tools.
- Monitor Azure IaaS and PaaS environments in addition to application performance in Kubernetes clusters and websites.
- Built synthetic monitoring transactions for business-critical web URLs.
- Revamped the entire SolarWinds tool with custom dashboard working with Cloud Infrastructure teams providing easy to understand views and prioritizing critical alerts.
- Modified alerts that were not set appropriately according to monitoring best practices
- Worked as the liaison between companies resolving internal monitoring application issues. ● Held meetings with various application teams to identify cloud monitoring gaps, then presented all gaps to leadership and deployed custom alerts to mitigate monitoring risks.
- Providing monitoring best practices consultancy due to prior experience in Application Performance Monitoring.

**BlueCross Blue Shield of Illinois (Health Care Service Corp.)**

June 2019 – March 2022

*IT Monitoring Infrastructure Engineer*

- Providing enterprise monitoring services to all key technology domains and applications while leveraging industry leading strategies and capabilities utilizing monitoring tools such as Dynatrace, HP OBM, Nagios, Nimsoft.
- Setup configuration and monitoring for Azure cloud environment providing a holistic view with on-prem and in the cloud monitoring.
- Utilizing ITIL change process and methodology to make changes and resolving incidents according to business standards.
- Utilizing automation tools (Ansible and Blade Logic) to deploy Dynatrace OneAgent on over 5000 servers in production environment before open enrollment to ensure events are alerted and critical applications are fully monitored.
- Serve as the primary point of contact for Real User Monitoring enablement and support providing insightful data to help better understand and identify errors.
- Leading a team of 4 colleagues ensuring migration workload is completed by deadlines.

**EDUCATION**

**DePaul University** - Chicago, Illinois

Bachelor of Science in Information Systems

**Certifications and Training**

AWS Solutions Architect - Associate

AWS Certified Cloud Practitioner

Microsoft Azure Fundamentals AZ-900

Datadog Support Specialist Certification

Datadog Technical Specialist Certification

ITIL v4 Foundation Pink Elephant certification of completion

HashiCorp Certified: Terraform Associate 003 - in progress