

# Mohammed Abdullah

DevOps Engineer

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Dubai, UAE



## Summary

Highly motivated DevOps professional with over 15 years of experience in multi-platform and systems. Possessing strong knowledge and professional certifications in a wide range of technologies, I am results-driven and quick to learn. My expertise in DevOps tools and methodologies, coupled with my excellent problem-solving skills and strong work ethics, make me an asset to any team.

## Skills

Problem Solving

Customer Service

Adaptability

Creativity

Collaboration

Work Ethics

Management

## Education

B.Sc. IT (HONOURS) - 2007

Sudan University of Science & Technology

## Professional Experience

### Oracle | Dubai, UAE

Operation/Apps Specialist | Jun 2023 – Present



- Directed the management of 17+ SAS servers within the Data & Analytics team, ensuring robust data processing and consistent uptime for critical analysis operations.
- Administered RHEL, Ubuntu, and Windows servers, implementing best practices for performance optimization, security, and reliability across diverse environments.
- Facilitated system transitions to cloud environments and microservices management, leveraging DevOps principles to ensure seamless migration and scalability.
- Monitored and optimized system performance using SAS® Viya® Monitoring for Kubernetes, Prometheus, Grafana, Zabbix, and Postman, resulting in a 12% reduction in latency and 20% improvement in API response times.
- Integrated security best practices into the process of managing services and platforms.
- Managed:** Web servers (MS IIS, Apache), API integrations, WebLogic Server, Eldorado and Donnor Doc servers.
- Worked closely to the SAS developer helped them troubleshoot issues and created automation scripts to streamline repetitive tasks, improving efficiency and reducing operational overhead.

### Oracle | Dubai, UAE

Operation Engineer | Jan 2023 – May 2024



- Automated and streamlined software deployment pipelines using Oracle Cloud DevOps, Jenkins, and GitHub Actions, reducing deployment time and improving efficiency.
- Managed and scaled Kubernetes clusters (vanilla, OKE, GKE, EKS) for containerized applications, enhanced monitoring, troubleshooting, and resource management.

- Secured Kubernetes environments through cluster and system hardening, supply chain security, and IaC automation, ensuring compliance with security policies.
- Monitored and optimized system performance with Prometheus and Grafana, addressing issues for consistent, reliable operations.
- Fostered team **collaboration**, improving **communication** and increasing productivity by 12%.
- Integrated security best practices into CI/CD pipelines, reducing security incidents by 20% using Oracle Key Vault and AWS KMS.
- Identified and resolved performance bottlenecks, enhancing system **reliability** and performance.

## Cerner | Dubai, UAE

HIS Analyst | Sep 2016 – Dec 2022



- Led the implementation and support of Cerner Millennium solutions for hospitals and PHCs
- Collaborated with cross-functional teams to ensure seamless **integration** of Oracle systems with existing infrastructure
- Conducted training sessions for end-users and support staff, improving overall system adoption and utilization
- **Troubleshooted** complex technical issues, maintaining high levels of customer satisfaction
- Identified and recommended process improvements, resulting in a 22% increase in efficiency
- Carried out go-lives activities within hospitals and clinics with the appropriate participation, handholding, and change management procedures

## Injazat Data System | Abu Dhabi, UAE

IT Engineer | Aug 2012 – Sep 2016



- Assured 100% **SLA** compliance by delivering quality response service daily with the assistance of other functions and external suppliers
- Provided the network infrastructure support, which included servers, switches, routers, firewalls, Cisco Call manager, IP Phones, load balancers, Faxes, and UPSs
- Conducted regular system **audits** to ensure optimal performance and security
- Reduced downtime by troubleshooted and resolved complex network and system issues
- Accomplished 100% **compliance** with internal security policies, ensuring network security through regular vulnerability assessments and implementation of security policies
- Improved system **performance** by 10% by performing routine system maintenance and upgrades

## Sudanese Network Company (SUN) | Khartoum, Sudan

System Engineer | Aug 2011 – Aug 2012

- Designed, configured, and maintained servers, storage systems, ensuring **HA** and **security**
- Conducted system upgrades, **data migration**, and system performance optimization
- Achieved 100% **client satisfaction** by Collaborating with the clients to assess their needs and requirements, then developed solutions that exceeded client's expectations
- Documented system configurations, procedures, and policies to ensure applications continuity
- Reduced operational costs by 10% by working closely with vendors and service providers to manage and maintain software and hardware licensing, contracts, and service agreements
- Developed and maintained backup and disaster recovery procedures
- Administered system and network audits to ensure compliance with client's policies and standards
- Improved the company's IT infrastructure and processes, using emerging technologies and

# Sudanese Network Company (SUN) | Khartoum, Sudan

Network Engineer | Apr 2009 – Aug 2011

- Developed and managed client's networks infrastructure, including routers, switches, firewalls, load balancers, IPS/IDS, servers, and storage
- Delivered 100% **client satisfaction** by helping the clients to determine business, functional and technical requirements for applications deployment
- Investigated and troubleshoot network failures. Resolved network issues within SLA
- Improved **performance** by plan, develop, test, and deliver system enhancements and upgrades
- Implemented and enforced policies and procedures related to network
- Administered RedHat Linux and Microsoft Windows Servers

## Technical Skills

- **ITSM:** HP service manager, BMC Remedy.
- Oracle Millennium apps.
- Microsoft Office suite.
- **Containerization:** Docker, Kubernetes, Podman, CriCtl.
- **CI/CD tools:** Oracle DevOps services, Git, Jenkins, Github Actions, Terraform, Ansible, Prometheus, Grafana, and ArgoCD.
- **Cloud:** Oracle OCI, AWS, GCP, Azure.
- **Languages:** Bash, Python, GO, YAML, JSON, SAS code.
- **Networking:** Management of routers, switches, and Firewalls (Cisco, Juniper, Palo Alto, Brocade).
- **Virtualization:** Management of VMWare vSphere, MS Hyper-v.
- **Servers:** Administration of Microsoft windows servers (2003-2012R2), Linux (Ubuntu, RHEL, CentOS).

## Professional certifications

DevOps	<b>Kubernetes</b>	Certified Kubernetes Security Specialist ( <b>CKS</b> )
	<b>Oracle DevOps</b>	OCI 2023 DevOps Professional
	<b>ArgoCD</b>	GitOps Certified for Argo
	<b>Prometheus</b>	Prometheus Certified Associate ( <b>PCA</b> )
	<b>Kubernetes</b>	Certified Kubernetes Administrator ( <b>CKA</b> )
Cloud	<b>AWS</b>	AWS Certified Cloud Practitioner
	<b>Azure</b>	Azure Fundamentals
	<b>Oracle</b>	OCI 2021 Certified Architect Professional OCI 2021 Certified Cloud Operation Associate OCI 2021 Certified Architect Associate OCI Foundations 2021 Certified Associate
	<b>VMware</b>	VCP6-DCV
System	<b>Microsoft</b>	MCSA 2012-R2 MCSA 2008
	<b>ITIL</b>	ITILv3
Network	<b>Palo Alto</b>	ACE PAN-OS 8.0
	<b>Juniper</b>	JNCIA 102
	<b>Cisco</b>	CCNA (Security) CCNP (Route, Switch, Troubleshooting). CCNA (R&S).

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