

# NOUR EDDEN ALREZ

AWS Certified, DevOps-Focused Network and System Engineer

Kuala Lumpur, Malaysia

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Seeking remote or on-site opportunities

Willing to relocate

Experienced IT professional with **6+ years** of expertise in **managing Linux and Windows servers**, developing **CI/CD pipelines**, and administering **cloud infrastructure**. Skilled in **automation, virtualization, and security best practices**, with proficiency in **AWS, Azure, VMware, and Terraform**. Strong background in **monitoring, cost optimization, and network engineering**, ensuring **high availability and operational efficiency**. Proven track record in **digital transformation, IT service management, and DevOps automation**.

## Skills

- **OS:** Linux, Windows.
- **Cloud:** VMware / AWS / Azure / Cloudflare.
- **Programming:** Python, Bash.
- **IaC:** Terraform, Ansible.
- **Monitoring:** Grafana / PRTG / OPManger.
- **Containerization:** Docker.
- **Networking:** CIDR, LAN, VPN, DHCP, DNS.
- **CI/CD Tools:** GitHub Actions, AWS CodePipeline.
- **SAAS:** Microsoft Office 365.

## Professional Experience

### ArchitWeb — Cyberjaya, Selangor, Malaysia

#### DevOps Architect

Jul-Oct 2024

- Built and configured Grafana dashboards and alerts for 10+ projects using IaC and CI/CD, integrating Slack for real-time monitoring and incident response.
- Applied Cost Optimization Techniques on two cloud projects reducing infrastructure expenses.
- Deployed and managed Linux-based sites, ensuring high availability and performance.
- Streamlined project collaboration and task management, improving workflow efficiency.

**Tech stack:** AWS, Terraform, GitHub Actions, Grafana, Jira, Trello, ClickUp, Forge.

### Syrian Arab Red Crescent - Damascus, Syria

#### • Network and System Administrator

Oct 2020 – Sep 2023

- Led a digital transformation project in collaboration with global organizations, ensuring seamless IT service integration across multiple sites.
- Improved system reliability and performance by implementing proactive server monitoring and issue resolution.
- Deployed and managed virtualized infrastructure, securing critical data with enterprise backup solutions across multiple servers and storage units.

**Tech stack:** ESXi, vCenter, Veeam, SSH, Ansible, VPN, OpManager.

## ● Assistant Network Administrator

Jan 2019 – Sep 2020

- Managed Office 365 for 100+ users, troubleshooting technical issues and enhancing system reliability.
- Assisted in the testing, installation, and configuration of IT infrastructure, ensuring optimal performance.
- Improved incident resolution efficiency by documenting infrastructure and implementing IT service management practices.

**Tech stack:** LAN, DHCP, DNS, Office365, Active Directory, WDS.

## ● Technical Support

Aug 2017 – Dec 2018

- Provided Level 2 & 3 IT support, troubleshooting hardware, software, and network issues.
- Ensured system stability and uptime for critical IT services.
- Installed, configured, and troubleshoot network devices, printers, and endpoint security solutions.

**Tech stack:** Windows, DameWare, ServiceDesk, Endpoint Security.

## RUNET ISP - Damascus, Syria

### ICT Technician

Aug 2016 – Jul 2017

- Monitored ISP servers and network devices, collaborating with the NOC team to enhance network performance.
- Provided support for leased line, fiber, and ADSL customers, troubleshooting connectivity and service issues.

**Tech stack:** ISP Infrastructure, NOC Monitoring, Leased Line, Fiber Optics, ADSL.

## Education

### Bachelor of Information Technology

Syrian Virtual University | Damascus, Syria | 2017 – 2021

### Technical Computer Engineering Diploma

Damascus University – Technical Computer Institute – Damascus, Syria | 2013 – 2017

## Languages

English (Fluent) | Arabic (Native)

## Courses and Certifications

- **AWS Certified Cloud Practitioner** | 2024
- **IELTS Academic** | Overall Band 6.5/9 - April 2023
- **AWS Fundamentals** – Coursera | 2024
- **Microsoft Certified Solution Associate (MCSA 2016)** – Executrain Syria | 2019
- **CCNA Routing & Switching** – SARC-VTC | 2015.
- **Public Speaking** – JCI Damascus | 2018.