Mohamed ElBeltagy

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EDUCATION

The German University in Cairo
M.Sc. in Networks Engineering, 2021-2022
Grade: A+, *Published multiple of conference research papers and published a journal paper*
B.Sc. in Networks Engineering, 2015-2020
GPA: B
B.Sc. Project: A+

Patriarchal College Heliopolis (ex Freres) School
General Secondary Certificate (Thanaweya Amma), 2002-2015

EXPERIENCE

Software Engineer 2, Archer Integrated Risk Management   [September 2023 – Present] [Cairo, Egypt]
- Worked on automating and building Archer infrastructure and pipelines. *(Using Terraform, PowerShell, Python, Chef, GitLab CI/CD and EKS)*
- Automated Archer infrastructure cost reduction, reducing AWS costs by $1.3 million annually.
- Led the launch of SaaS environments in Canada and the UAE, and built the IN SaaS region for a seamless release.
- Implemented Chef configuration management globally and deployed Job Engine Telemetry, ensuring a secure and efficient system
- Participated in writing and maintaining infrastructure and configuration as code and worked on enhancing previous architecture
- Managed Archer On-Prem and SaaS infrastructure including SQL databases, S3 storage, EC2, CloudFront and GitLab Pipelines
- Collaborated with the Sales team and Professional services team for new environments' creation, migrations, and change requests

Cloud Engineer, Amazon Web Services   [October 2022 – September 2023] [Dublin, Ireland]
- Worked on day to day customers' issues related to CDN, SES, SNS, Storage & Media products on AWS
- Assisted in configuring customers' environments and applying troubleshooting techniques to provide solutions to AWS customers'
- Engaged directly with AWS services teams to help reproduce and resolve customers' complicated issues and worked on new feature requests/implementation
- Participated in internal projects with service team to enhance CloudFront and S3 AWS services using Java and Python
- Participated in critical customers' migrations from on-premises to Cloud services
- Contributed in developing internal and external knowledge articles and documentation regarding CloudFront and SES services
- Mentored new hires and worked closely on developing their technical and soft skills
- Participated as Quality Champion, leading my team to deliver top quality work and delivered quality workshops and trainings

Technical Support Engineer 2, Dell Technologies   [April 2021 – September 2022] [Cairo, Egypt]
- Handled first and second level incidents related to converged infrastructure products. (Cisco UCS, Nexus switches (9K & 3K), MDS switches, Cisco Fabric Interconnect, Dell EMC storage and data protection products, VMware virtualization troubleshooting)
- Participated in critical issue investigation and resolution with Complex recovery team
- Led my internal team lab creation, setup, and configuration
- Worked on logs and core files analysis as needed to form a proper action plan in order to guarantee a resolution for complex customers issues
- Participated in content creation for the knowledge base articles database and workflow enhancement through accurate case documentation and involved in bugs reporting and investigation through manual testing and Jira
- facilitated dispatches and hardware replacements for (EMC & Cisco) products
- Mentored 4 newcomers through facilitating the technical and the process procedures
- Got recognized for achieving top customer satisfaction with global custom

Technical Support Engineer, Orange Business Services   [October 2020 – March 2021] [Cairo, Egypt]
- Provided a professional first technical point of contact for the customer. (TCP/IP connections) and participated in various dispatches management and guaranteed high customer satisfaction
- Monitored systems, customer network security and products through a proactive system and dealt with alerts and events as appropriate
- Documented all troubleshooting and case management actions via the electronic case management system

Junior Teaching Assistant, The German University in Cairo   [February 2019 – June 2019] [Cairo, Egypt]
- Led different projects and experiments using various technologies as VMware, Linux, Java, and Python. (Web-Server, Chatting app, Stream sharing)
- Evaluated and supervised 30+ students while achieving excellent feedback results
- Participated in machine learning and image processing projects using Python and Matlab

PROJECTS

Nano Risk Management System
- Contributed to the development of a comprehensive risk management system using AWS, Flask, SQLite, and JavaScript. Implemented user authentication, risk analytics dashboard, and email notification features. Additionally, established a streamlined deployment pipeline for Kubernetes integration

Automated ML Prediction API
- Developed a Flask-based API that dynamically executes a machine learning script and serves updated predictions as JSON responses. Integrated with Nginx for secure and optimized request handling. Technologies used: Azure, Python, Flask, Nginx, Machine Learning, JSON.

S3 File Age Monitor and events notification on slack
- Developed a solution allows you to track file ages and (creation, deletion, restoration) in S3 Buckets and sends notification to slack-webhook when files are older than a specific period of time or any of the previous actions were triggered

Centralized EC2 Inventory
- Developed a solution which enables you to get reports in CSV format that contains EC2 information from all organization accounts. The reports can be generated based on a defined schedule. The generated reports are stored in S3 Bucket and sent with SES as email attachment

EC2 Scheduler
- This solution enables you to automatically stop and start EC2 Instances across multiple AWS accounts and regions based on a specific schedule for each timezone

Technologies and Qualifications

- Python, Java, SQL, HTML, CSS, JavaScript, PowerShell
- Git, CI/CD, Jenkins, GitHub Actions, GitLab CI/CD, APIs, AWS, Azure, Docker, EKS, Linux, VMware, Terraform, Chef, Pulumi, Datadog, Kubernetes, CloudFormation, Lambda, SES, SNS, S3, CloudFront and ECS
- AWS SysOps, ISM v4, CIS v3, VCP, VCA

Languages

- Fluent in Arabic and English
- Deutsch B1
- French basics