

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

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