

# Abdulrahman A. Muhamad

Site Reliability Engineer | DevOps Engineer (Entry-Level)

+20 109 931 9413 • sir.abdulrahman201@gmail.com • [abdulrahman-alpha.web.app](https://abdulrahman-alpha.web.app) • [linkedin.com/in/abdulrahmanalpha](https://linkedin.com/in/abdulrahmanalpha) • [github.com/AbdulrahmanAlpha](https://github.com/AbdulrahmanAlpha)

---

## Experience

### IT Help Desk Technician

British International School | Ismailia, Egypt

Sep 2023 – Mar 2024

- **Supported 200+ users**, troubleshooting hardware, software, and network issues, contributing to **30% reduction in downtime**.
- **Automated routine support processes** using Bash scripts, enhancing efficiency.
- **Managed internal tools hosted on AWS (EC2, S3)**, optimizing support operations.

### IT Specialist & Sales Support

Tech Valley | Ismailia, Egypt

Mar 2020 – Sep 2022

- **Maintained Point of Sale (POS) systems**, networking equipment, and internal devices, ensuring operational continuity.
- **Provided technical support for sales operations**, improving issue resolution time by **30%**.
- **Deployed and monitored a lightweight inventory application on AWS**, gaining early cloud experience.

### DevOps Content Creator

AlphaOpsCraft Platform

Online 2022 – Present

- **Built a comprehensive DevOps education brand**, creating **30+ blogs and video tutorials** on YouTube/Hashnode.
  - **Reached over 1,000 learners** with engaging content on CI/CD, cloud infrastructure, and automation.
  - **Demonstrated strong technical communication** and knowledge-sharing skills.
- 

## EDUCATION

### Bachelor of Science (B.Sc.) in Computer Science

Suez Canal University | Ismailia, Egypt

Oct 2019 – Jun 2023

- **Led 5 software projects**, optimizing algorithms that **improved processing by 20%**.
- **Awarded 2nd Place** in university-wide Student Research Competition (2023).

### Advanced Cloud DevOps Nanodegree

Udacity | Online

Jun 2022 – Sep 2022

- **Built and deployed cloud-native applications on AWS**, focusing on scalability and IaC (Terraform).
- **Developed and implemented CI/CD pipelines** using Jenkins and GitHub Actions.

### DevOps Diploma

Information Technology Institute (ITI) | Online

Nov 2022 – Jan 2023

- **Completed an accelerated bootcamp** covering Linux, cloud, automation, and security fundamentals.
  - **Delivered team-based projects** simulating real-world DevOps pipelines.
- 

## TECHNICAL SKILLS

- **Cloud Platforms:** AWS, Azure, Google Cloud

- **Infrastructure as Code (IaC):** Terraform, AWS CloudFormation, Ansible
  - **CI/CD & Automation:** Jenkins, GitHub Actions, Python, Bash, PowerShell
  - **Containerization & Orchestration:** Docker, Kubernetes
  - **Monitoring & Observability:** Prometheus, Grafana
  - **Operating Systems:** Linux (Ubuntu, CentOS - Proficient), Windows 10/11, Windows Server (Basic)
  - **Version Control:** Git
  - **Networking Basics:** TCP/IP, DNS, DHCP, VPN, LAN/WAN, Firewall
  - **Databases:** MySQL, SQL Server, MongoDB (Basic)
- 

## CERTIFICATIONS & AWARDS

- Red Hat Certified System Administrator (RH124)
  - Google Cloud Essentials
  - CompTIA A+ (Self-studied, exam scheduled)
  - Introduction to IT & Cybersecurity
  - Technical Support Fundamentals
  - Terraform Deep Dive
  - Silver Medal – Huawei ICT Competition (Cloud Track)
  - 4th Place – ODC Software Engineering Hackathon
- 

## PROJECTS

### CI/CD Engineer (Personal DevOps Lab)

- **Designed and deployed robust CI/CD pipelines** for containerized applications on Kubernetes.
- **Implemented Git-based versioning and rollback strategies**, significantly **reducing deployment errors by 15%**.

### Infrastructure Automation Engineer (Freelance/Training)

- **Provisioned multiple test environments on AWS** using Terraform and CloudFormation.
- **Automated infrastructure configurations**, effectively **reducing manual setup time by 40%**.

### Serverless Developer (Self-Initiated Project)

- **Developed serverless automation applications** using AWS Lambda, API Gateway, and S3.
  - **Demonstrated cloud-native development** for efficient backend processing.
- 

## Volunteering

### Head of Cyber Security

Google Developer Student Club (GDSC), Suez Canal University

Oct 2022 – May 2023

- **Led a team of 6 members**, developing an educational roadmap and delivering **10+ training sessions**.
- **Organized a 100-person Cyber Security hackathon**, boosting team productivity and engagement.

### Technical Writer

Root-X

Feb 2023 – Mar 2023

- **Authored 15 technical articles** on DevSecOps and cybersecurity, contributing to a **20% increase in website traffic**.
- Provided technical support and training for local educational nonprofits.