

GHASSAN A. ZEIN

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Age: 31 | Citizenship: Lebanese | Sex: Male | Home Address: Balluta Bay, Malta.

English: Fluent | French: Excellent | Arabic: Native

Senior Devops Engineer

My current career in the highly innovative field of technology has allowed me to evolve in an unpredicted pace from a junior network engineer to an experienced DevOps Engineer.

My most recent experience includes managing a large network of servers hosted on Cloud and on-premise running multiple OS types and flavors (Linux and Windows) including different frameworks. I have established great experience in the IT infrastructure and system design starting from effectively **planning, configuring** and **optimizing** it in order to maximize **availability** and **performance** at all levels. My experience allowed me to plan & deliver more than 100 successful design & technical workshops, with regional consultancies to SMEs to provide deployment guidance in the area of cloud adoption model for the companies' representatives.

Key expertise includes:

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|----------------------------------|---------------------------------|----------------------------------|
| - PHP, Angular, DotNet | - Azure, Aws, IBM Cloud | - RabbitMQ, Selenium |
| - Ubuntu, RHEL, CentOS | - Bash/Python Scripting | - MySQL, MongoDB, ArangoDB |
| - Windows Server | - Containers/Kubernetes | Redis, MariaDB, EventStore |
| - Microservices Architecture | - Active Directory | - PRTG, Nagios, Sentry, NewRelic |
| - Full CI/CD | - Git, Ansible, Terraform | - Sftp, SSL, Subnetting |
| - Monitoring Systems | - Ethereum & Smart Contracts | - Gitlab, Bitbucket, ProGet |
| - High Availability Architecture | - Octopus, TeamCity, Jenkins | - Training |
| - Deployment Estimations | - Elastic Stack (ELK), Filebeat | - Workshop planning & delivery |

PROFESSIONAL EXPERIENCE

DEVOPS ENGINEER

2019 - Present

GAMING INNOVATION GROUP GiG - Malta

Served as a primary point responsible for the overall health, performance, and capacity of the GiG Sports trading system composed of both Linux and Windows machines. Troubleshoot issues across the entire stack: hardware, software, application and network, as well as identifying and driving opportunities to improve automation for the company in a cost-effective model. Analyze and resolve issues, architect highly available services that meet business requirements, maintain project timelines and have on-call responsibilities. Manage access for development teams and ensure secure and consistent communication throughout all layers of the system.

Key Contributions:

- **Migrated** (with my team) all of our infrastructure from **cloud to on-prem**.
- **Automated** the process of deploying multiple services using **Ansible Playbooks**.
- **Supported** other teams in their deployments/migrations and **handled** up-time during big sports events.
- **Documented** the operations of system processes, procedures, and configurations.

DEVOPS ENGINEER

IDEA TO LIFE - Lebanon

2014 - 2019

Design and implement complex, load balanced and highly available solution architecture for multi-size companies. Implement IAAS and PAAS expertise on different cloud providers (mostly on Microsoft Azure & AWS). Perform installations of different OS distributions, software installation, and system backups - data recovery. Deploying monitoring and notification services to maintain control of complex systems architecture. Apply experience with code diagnostics and forensics. Lead a team of 2.

Key Contributions:

- **Led the migration** of multiple live on-premise services into cloud environments.
- **Managed to deploy and support more than 200 live production servers** for different clients.
- **Created a set of rules to follow for devops team**, where the communication between devops team and other teams is perfectly managed and creation of new servers is following a list of standards set after years of testing and optimization.
- **Trusted to manage all credentials related to the company and its clients.**
- **Virtualization and managing all types of cloud services mostly on Microsoft Azure and AWS:** VMs, Clusters, Networks, Security, Blockchain, etc.
- **Plan and Conduct Workshops in Partnership with Microsoft Lebanon, Jordan and Dubai on open source technologies:** Deliver successful design and technical workshops on Microsoft Azure for small to medium sized companies' teams of both technical and non-technical backgrounds that shape and influence the customer's use cases and architecture design decisions. These workshops included Deployment guidance in the area of cloud adoption model for the companies' representatives.
- **Achieved KPIs of Partnership between Ideatolife and Microsoft** which included the increase of consumption and adoption of Microsoft's Cloud by selected startups and ISVs across the region.
- **Train** junior devops and created an in-house devops team.
- **Formulated SOP (system of process) for internal Company Management** - Employees HR, Development - Continuous Integration, User Access Management, Communication Channels
- **E-Wallet/ZainCash, Alwadi-Alakhdar, Onlivery, Quest, Pharmacy Le Gabriel, World Health Organization-Measures/Ecap, Essmak, GoTrackr, Elevator Express, GrupTour, Gatepulse, TopShou, MySkrambler, Monimove, Feed, PharmacyLeGabriel and Foodak** are some of the projects I actively participated in on a technical level and on a design architecture level.

NETWORK ENGINEER

2013 - 2014

AKORN TELECOMS - Lebanon

As a team supervisor, I was responsible to oversee Installation, Integration, Commissioning, Testing, Configuring and Traffic Routing of 2G, 3G and 4G (LTE) networks in the Ericsson RBS 2000, 3000 and 6000 series and Huawei/ZTE cabinets on both sites and central switches of Alfa-Orascom Telecom and ZAIN-Touch in Lebanon. The Installation service included network elements from nodes, microwave antennas systems to complete systems solutions in new installations, upgrades, expansions, migrations and swap implementations

Key Contributions:

- **Installed, integrated, configured, routed and troubleshot** hundreds of sites and mobile networks across Lebanon
- **Initiated the first working 4G link in Lebanon** between Alfa-SinElFil and Hilton under the supervision of Alfa Orascom and Ericsson and then drafted best practices for others to use.

AMELIEH SCHOOL

- **Responsible for the setup, control and monitor of the networking system** which linked all departments and buildings.
- **Day-to-day maintenance of all hardware and software matters**, with a routine network connectivity maintenance and administration.

ACHIEVEMENTS

- **Certified Data Scientist & Big Data Expert** by the Center for Learning and Development CLD - AUST (2017)
- **Nominated for Microsoft MVP award for Cloud Deployments on Microsoft Azure** (2017)

- **MCSA 2016 Certification**
- **ITF (International Tennis Federation) certified “Level 1 Tennis Coaching Course” and “Play Tennis Coaching Course”.** (2014)

- **Ranked in the Top 10 Lebanese tennis players** (2014)
- **Vice President of No Label NGO** (2015)

EDUCATION

Post Graduate Diploma in Data Science and Big Data - American University of Science and Technology; 2016

Masters in Telecommunication Engineering - University of Balamand; 2012

Bachelor in Networking & Telecommunication - Lebanese University; 2009

INTERNSHIPS

Ever Team training program; January – February 2013

Directorate General of Civil Aviation – Beirut Rafic Hariri International Airport; July – August 2009

Touch Lebanon – International Turnkey Systems (ITS); April – June 2009

OGERO – Ministry of Telecommunications; July – September 2008