

# AHMAD IBRAHIM BASIOUNY

Senior DevOps & Platform Engineer

Cairo, Egypt

(+2) 01287679493

Ahmed.ibr.kamel@gmail.com

linkedin.com/in/ahmedbasiouny

## CORE COMPETENCIES

Red Hat OpenShift (OCP 4.x) • Kubernetes • ArgoCD / GitOps • Helm & Kustomize • Jenkins • CI/CD • Docker / Podman • Ansible • Prometheus / Grafana • ELK Stack • Trivy • Oracle Cloud Infrastructure (OCI) • Istio / Service Mesh • SAMA CSF • SLO / SLI / SLA • Platform Engineering • Temenos (Transact, Infinity, Payments Hub) • Cert-Manager • MetalLB • Bash / Python • RHCSA • RHCE • CKA • Nexus

## PROFESSIONAL SUMMARY

Senior DevOps & Platform Engineer with 5+ years delivering enterprise container platforms in banking and financial services. Deep expertise in Red Hat OpenShift (OCP 4.x), Kubernetes, and GitOps-driven delivery using ArgoCD, Helm, and Kustomize. Proven record onboarding Temenos application suites (Transact, Infinity, Payments Hub, FCM) onto OCP in mission-critical production environments across Egypt, KSA, and pan-African banking institutions. Experienced designing CI/CD pipelines (Jenkins, Tekton, GitLab CI/CD), building IaC with Ansible and Terraform, and enforcing security compliance (PCI DSS, SAMA CSF) through OPA/Gatekeeper, Trivy, RBAC, and audit logging. Holds CKA, RHCSA, and RHCE certifications. Bilingual (Arabic / English). Strong SRE discipline: defines SLO/SLI targets, leads post-incident reviews, and drives reliability improvements across platform, middleware, and database tiers.

## TECHNICAL SKILLS

Container Platforms	Red Hat OpenShift (OCP 4.x), Kubernetes, Docker, Podman, Helm, Kustomize
GitOps & CI/CD	ArgoCD (App-of-Apps), Tekton, Jenkins, GitLab CI/CD, GitHub Actions
IaC & Automation	Ansible, Terraform, OpenShift Operators, Bash, Python
Cloud	Oracle Cloud Infrastructure (OCI), AWS (EC2, S3, IAM, VPC), VMware vSphere / Tanzu
Observability	Prometheus, Grafana, ELK Stack, AlertManager, Jaeger (tracing)
Security & Policy	OPA / Gatekeeper, Kyverno, Trivy, Cert-Manager, RBAC, Network Policies
Service Mesh & Ingress	Istio, NGINX Ingress Controller, MetalLB, HAProxy
Backup & DR	etcd backup/restore, OCP Disaster Recovery procedures
Middleware	IBM WebSphere, FileNet, Case Manager, DataPower, Apache Tomcat
Databases	PostgreSQL, MySQL, MS SQL Server, IBM DB2, MongoDB, Oracle DB
OS	RHEL / CentOS (RHCSA/RHCE certified), Windows Server
Standards	PCI DSS, SAMA CSF, ISO 27001 (awareness), SLO / SLI / SLA frameworks

## PROFESSIONAL EXPERIENCE

**Senior DevOps Engineer** · NTG Clarity Networks Egypt

03/2025 – Present | Cairo, Egypt

- ▶ Lead OCP 4.x and Kubernetes cluster lifecycle management (install, upgrade, capacity planning) across multi-node production environments serving banking customers.
- ▶ Design and maintain GitOps delivery pipelines using ArgoCD App-of-Apps pattern with multi-environment Helm value stacks; manage 10+ ArgoCD applications across dev/staging/production tiers.
- ▶ Build IaC modules — Ansible playbooks, Helm charts, Kustomize overlays — reducing new-environment provisioning time by ~60%.
- ▶ Implement OPA/Gatekeeper and Kyverno admission policies enforcing security baselines across all cluster namespaces; integrate Trivy into CI pipelines for container image scanning.
- ▶ Automate monitoring and alerting: Prometheus alert rules, Grafana dashboards, and ELK log aggregation pipelines covering platform, middleware, and application layers.
- ▶ Define and track SLO/SLI targets (availability, error rate, latency) for platform services; author post-incident reviews and drive reliability improvements.
- ▶ Mentor 3 junior/associate engineers on Kubernetes troubleshooting, GitOps workflows, and SRE practices.

**Staff SRE Engineer** · ALINMA Bank

04/2024 – 02/2025 | Riyadh, Saudi Arabia

- ▶ Operated 2 production-grade OpenShift clusters (12+ nodes each) hosting core banking workloads; maintained 99.95% platform availability aligned with SAMA CSF regulatory requirements.
- ▶ Led incident response and blameless RCA process; achieved a 35% reduction in MTTR over 6 months through runbook automation and alerting refinement.
- ▶ Enforced PCI DSS controls via RBAC, OPA/Gatekeeper policies, network segmentation, and audit logging; passed internal compliance audit with zero critical findings.
- ▶ Onboarded 8 banking applications onto the OCP container platform, defining resource quotas, LimitRanges, HPA policies, and GitLab CI/CD pipelines per application team.
- ▶ Managed HashiCorp Vault integration for secrets management across application namespaces, replacing static environment variables in 100% of onboarded apps.
- ▶ Operated MS SQL Server and MongoDB instances: query optimization, automated backup strategy, and quarterly DR drills achieving <4hr RTO.
- ▶ Authored IaC templates and CI/CD pipeline standards adopted as the bank's internal DevOps baseline; mentored 4 associate engineers.

**Staff DevOps & SRE Engineer** · Sumerge

01/2024 – 03/2024 | Cairo, Egypt

- ▶ Promoted to Staff level; led platform architecture decisions for Temenos application suites (Transact, Infinity, Payments Hub, FCM) on Red Hat OCP across 4 banking customers.
- ▶ Defined OCP sizing and deployment models translating Temenos on-premises IBM WebSphere footprints into containerized OCP workloads, cutting estimated infrastructure cost by 30%.
- ▶ Established a formal OCP Managed Deployment Service (OMDS) framework covering Day-0/1/2 activities, acceptance testing criteria, and handover documentation — adopted as the team's delivery standard.

**DevOps & SRE Engineer** · Sumerge

01/2022 – 12/2023 | Cairo, Egypt

- ▶ Delivered OCP and Kubernetes platform solutions to 5+ banking customers including ALINMA (KSA), AFREXIM Bank (MANSA platform), and a 7-bank IPN consortium; managed 15+ application deployments across environments.
- ▶ Built Jenkins and Tekton CI/CD pipelines cutting release cycle from weekly manual deployments to automated daily deployments with automated rollback.
- ▶ Designed NGINX Ingress configurations with TLS termination, MetalLB bare-metal load balancing, and DMZ-based ingress architecture for banking network security zones.
- ▶ Integrated Istio service mesh for east-west traffic management and mTLS enforcement on 3 microservice-based banking applications.
- ▶ Deployed and tuned ELK stack log aggregation and Prometheus/Grafana monitoring stack, reducing mean time to detect (MTTD) incidents from hours to under 10 minutes.
- ▶ Automated operational tasks via Bash and Python scripting, eliminating ~8 hours/week of manual platform work across the team.
- ▶ Managed IBM Middleware stack (WebSphere, Case Manager, FileNet, DataPower) on RHEL and OCP; resolved 100+ L3 escalations with documented RCA reports.

**Associate DevOps & SRE Engineer** · Sumerge

12/2020 – 12/2021 | Cairo, Egypt

- ▶ Installed and configured IBM Middleware (WebSphere, Case Manager, FileNet) in HA configurations on RHEL and Windows Server for 3 government and financial sector clients.
- ▶ Managed containerized workloads on Kubernetes and OCP; performed daily cluster operations, pod troubleshooting, and log-based root-cause analysis.
- ▶ Maintained SLA compliance for 5+ production applications through timely L2/L3 incident response and escalation with documented resolution procedures.
- ▶ Participated in infrastructure design sessions, project estimations, and customer training workshops covering OCP administration and IBM middleware operations.

## KEY PROJECTS

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### Instant Payment Network (IPN) — 7-Bank Egyptian Consortium

- ▶ Designed and operated CI/CD and OCP infrastructure for real-time interbank payment processing across AlexBank, Bank Du Caire, Credit Agricole Egypt, Mashreq, ENBD, Al Ahly Kuwait, and MID Bank. Achieved 99.9% uptime across payment processing nodes.

### OCP 4.18 on Oracle Cloud Infrastructure (OCI) — 19-Node Agent-Based Deployment

- ▶ Architected end-to-end OCP 4.18 installation on OCI using agent-based method across 19-node topology (3 masters, 6 workers, 3 infra, 4 app-foundation, 3 storage nodes). Authored installation guide consumed by junior delivery engineers across 3 customer engagements.

### OCP 4.18 on VMware vSphere — 19-Node Agent-Based Deployment

- ▶ Architected end-to-end OCP 4.18 installation on VMware vSphere using UPI method across 19-node topology (3 masters, 6 workers, 3 infra, 4 app-foundation, 3 storage nodes). Authored installation guide consumed by junior delivery engineers across 3 customer engagements.

### ALINMA Bank — OCP Platform Operations (KSA, SAMA-Regulated)

- ▶ Led SRE operations for OCP clusters hosting core banking workloads in a SAMA CSF and PCI DSS-regulated environment. Passed compliance audit with zero critical findings; reduced MTTR by 35%.

### AFREXIM Bank — MANSА Pan-African KYC Platform

- ▶ Delivered OCP-based infrastructure, GitLab CI/CD pipelines, and observability stack for MANSА, the African Export-Import Bank's KYC platform spanning 15+ African markets.

### OCP Managed Deployment Service (OMDS) — Internal Service Framework

- ▶ Designed a reusable service delivery framework for OCP-on-OCI engagements covering Temenos sizing translation, Day-0/1/2 activities, acceptance testing, and customer handover. Adopted as the team's delivery standard, reducing engagement setup time by ~40%.

## CERTIFICATIONS

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▶ Certified Kubernetes Administrator (CKA)	▶ RHCSA — Red Hat Certified System Administrator
▶ RHCE — Red Hat Certified Engineer	▶ Red Hat Specialist — Containers & Kubernetes
▶ VMware vSphere with Tanzu Specialist	▶ Red Hat Delivery Specialist — Container Platform Deployment

*Note: All certifications verified via Red Hat Certification Central and Linux Foundation. Credential IDs available on request or via LinkedIn profile.*

## EDUCATION

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**Bachelor of Science, Computer Information Systems**  
Cairo University · Cairo, Egypt

2014 – 2018

**LANGUAGES**

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**Arabic** — Native / Full Professional Proficiency

**English** — Full Professional Proficiency