

AHMED BIN SHEHAB

CLOUD & DEVOPS ENGINEER | INFRASTRUCTURE & AUTOMATION | AWS
COMMUNITY LEADER – ABU DHABI

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Professional Summary:

Cloud & Infrastructure Engineer with 15+ years of experience in enterprise IT operations, systems administration, and infrastructure reliability. Strong hands-on background in Windows/Linux servers, identity management, networking, and incident response. Actively delivering cloud-native and infrastructure-as-code solutions using AWS and Terraform, with a DevOps mindset focused on automation, monitoring, and scalable system design. Proven ability to operate production environments, reduce operational risk, and support business-critical workloads

Skills & Technologies

Cloud Platforms

- AWS: EC2, ALB, ASG, RDS, Lambda, VPC, IAM
- Azure: VNets, AKS (foundational)
- Oracle Cloud Infrastructure (OCI – foundational)

Infrastructure as Code

- Terraform (primary)
- CloudFormation (working knowledge)
- Bicep (basic)

CI/CD & DevOps

- Jenkins (pipelines & automation)
- GitHub Actions (workflows)
- CI/CD concepts & best practices

Containers & Orchestration

- Docker
- Kubernetes (deployment & operations fundamentals)
- Helm (chart usage)

Monitoring & Observability

- Amazon CloudWatch
- Prometheus & Grafana (basic)
- Logging concepts (ELK fundamentals)

Security & Identity

- AWS IAM
- Networking & access control
- Secrets management concepts

Operating Systems

- Linux (Ubuntu, RHEL)
- Windows Server

Professional Skills

- Ownership & accountability
 - Troubleshooting & Root Cause Analysis (RCA)
 - Incident response
 - Cross-team communication
 - Technical leadership
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Work Experience:

ABU DHABI CUSTOMS

Senior Infrastructure Engineer – Operations & Cloud | Jan 2018 – Present

- Operate and support **enterprise infrastructure environments** with a focus on availability, security, and performance.
- Administer **Linux and Windows servers** supporting authentication, file services, and internal applications.
- Participate in **incident response, troubleshooting, and root cause analysis** for production issues.
- Apply **automation and scripting concepts** to reduce manual operational tasks.
- Collaborate with infrastructure, network, and security teams on system hardening and reliability improvements
- Maintain documentation, runbooks, and operational procedures

Cloud & DevOps Responsibilities:

- Designed and tested AWS-based environments using EC2, VPC, ALB, IAM, and CloudWatch.
- Built Infrastructure-as-Code using Terraform for repeatable cloud deployments.
- Applied DevOps principles: version control, automation-first mindset, and monitoring-driven operations.

Key Results:

- Improved system stability through proactive monitoring and patching.
- Reduced recurring incidents via structured RCA and documentation.
- Supported environments serving 1,000+ enterprise users.

IT Engineer – Infrastructure Support | Nov 2008 – Dec 2017

- Delivered L1–L3 support for enterprise IT environments.
- Installed, configured, and maintained Windows Server and end-user systems.
- Supported on-prem infrastructure including networking, printers, and shared services.
- Assisted in system upgrades, deployments, and user onboarding/offboarding.
- Maintained accurate asset and incident tracking in ITSM systems.

Lionbridge Technologies (Remote, US)

ICT In-Country Software Tester | July 2015 - Present

- Supported software quality validation and defect reporting within production release cycles.
- Worked in distributed remote teams following structured testing and reporting workflows.

FREELANCE & PROJECT WORK:

CloudMind AI Ops Platform (AWS) – 2025 | Self-Directed (2025)

AI-Driven Cloud Operations Assistant built with Terraform, Lambda, SageMaker/Bedrock, CloudWatch, and Jenkins

- Built modular AWS infrastructure: VPC, ALB, ASG, RDS Multi-AZ, bastion, and IAM roles.
- Implemented full CI/CD using Jenkins: Terraform plan → approval → apply → rollback logic.
- Automated monitoring with CloudWatch dashboards, alerts, SNS notifications.
- Created AI Ops functions: Lambda + Bedrock model analyzing logs, failures, scale triggers.
- Implemented proactive remediation triggers for CPU spikes, ALB failures, and unhealthy hosts.
- Delivered complete architecture documents, diagrams, and demo workflows.

8-Week DevOps Automation Program – 2025 | July 2024 – Present

- Architected **Azure enterprise infrastructure** (VNETs, AKS, Key Vault, Storage Accounts) with Terraform automation.

TRAINING & PRACTICAL EXPERIENCE

KodeKloud Engineer Labs (xFusionCorp Simulated Environment)

Cloud & Systems Engineering Projects | 2024

- Completed **enterprise-level DevOps simulations** across Linux, Docker, Kubernetes, and CI/CD workflows using the **xFusionCorp** training platform.
- Built and managed multi-tier architectures using **Nginx, load balancers, containers, and Terraform-based automation.**
- Practiced automation workflows with **Ansible** and **Git**, managing configuration drift and deployments.
- Applied **monitoring, hardening, and performance tuning** aligned with DevSecOps best practices.
- Validated infrastructure design and troubleshooting skills through time-bound verification labs.

PROJECTS:

Cloud Resume Project (AWS Serverless Infrastructure) – personal.

- Built a **full-stack serverless infrastructure** using AWS (HTML, CSS, JavaScript, Python).
- Implemented **CI/CD pipelines**, automated testing, and **Terraform-based deployments.**
- Migrated repositories and workflows from **GitHub to GitLab CI/CD.**

Azure Cloud File Storage & Office 365 Integration – SBC office

- Designed and implemented **Azure-based file storage solutions** for seamless access.
- Integrated with **Azure AD for user authentication and security policies.**
- Configured **PKI-based encryption for Azure Files and Blob Storage.**

Infrastructure Deployment on Oracle Cloud (OCI) – SUDO Consult

- **Terraform-based** provisioning of **VCN, compute instances, and auto-scaling.**
- Deployed **managed MySQL databases, NSGs, firewalls, and VPN servers.**
- Configured **monitoring, IAM, and disaster recovery strategies.**

Certifications:

- Azure Solutions Architect Expert (AZ-305)
- Azure Developer Associate (AZ-204)
- Azure Administrator Associate (AZ-104) expired
- Azure AI Engineer Associate (AI-102)
- Azure Data Fundamentals (DP-900)
- Azure AI Fundamentals (AI-900)
- Microsoft Certified Professional
- AWS Certified Solutions Architect – Associate
- Oracle Cloud Infrastructure Developer 2021 Certified Associate
- Oracle Cloud Infrastructure 2021 Architect Associate
- Oracle Cloud Infrastructure Foundations 2021 Associate
- HashiCorp Certified: Terraform Associate (002)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals

EDUCATION

- Global Educational Center 2001 -2002
Diploma of Application Software
- University of Science and Technology, 2002 -2006
Bachelor of Computer Engineering

Language: English – fluent – Arabic – Native

Soft Skills: Problem-Solving & Critical Thinking,
Communication & Collaboration, Adaptability & Continuous Learning and
Time Management & Organization.

Awards and Acknowledgements

Appreciation Certificate from Department of Finance – Abu Dhabi