

Ahmed Ismail

Senior SRE / DevOps Engineer

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Cairo, Egypt

EXPERIENCE

Senior SRE / DevOps Engineer 01/2026 – Present

Bosta Technology

- Own reliability of the GCP production environment, sustaining 99.9% availability across 140 services against defined SLOs
- Built and scaled a 9-node self-hosted Elasticsearch cluster ingesting 200 GB/day as the company-wide logging platform, replacing GCP Cloud Logging and cutting logging costs by 60%
- Led GitOps adoption across 120 repos and 3 Kubernetes clusters, establishing Git as the single source of truth for Terraform, Helm, and Kubernetes deployments with automated, reviewable rollouts
- Operate ML serving infrastructure on GPU VMs for training the models , autoscaling ML workloads, and CI/CD for model deployment and rollback
- Mentor 3 engineers and review infrastructure designs, driving platform standards with the senior team

SRE / DevOps Engineer 08/2023 – 12/2025

Bosta Technology

- Built Debezium CDC pipelines streaming changes between self-hosted DBs (MongoDB to ClickHouse) via GCP Pub/Sub - 9 collections / 540k+ events/minute to power all user-facing real-time analytics across the company
- Built and scaled a self-hosted Elasticsearch cluster to replace the Elasticsearch SaaS service, cutting cost 40%
- Provisioned and managed 3 GKE clusters: networking, autoscaling, RBAC, and security hardening
- Administered self-hosted MongoDB replica sets and ClickHouse clusters for production workloads
- Built CI/CD pipelines with Cloud Build and GitLab CI, streamlining release cycles; automated recurring operations with Bash and Python to cut manual toil
- Built Apache Flink pipelines consuming Cloud Logging events via Pub/Sub, running stateful aggregations to detect fraudulent activity in real time
- Built centralized observability with Prometheus, VictoriaMetrics, and Grafana across 140 services, cutting mean time to detection by 50%

IT Lead / Network & Systems Engineer 08/2022 – 07/2023

Bosta Technology

- Designed and built the new HQ data center and network infrastructure from scratch, delivered in under 30 days
- Led IT operations across multiple sites, managing a team of 4 engineers
- Maintained firewalls, routing, switching and VPNs, administered Windows/Linux servers and Active Directory
- Evaluated and selected network hardware, ISPs; and vendors for the HQ buildout, balancing cost, performance, and reliability
- Established IT policies, asset management and onboarding/offboarding processes as the team grew
- Set up backup and disaster recovery procedures to protect on-site systems and data
- Supervised IT engineers on end-user support and escalations, setting SLAs and standards across the organization
- Reduced recurring network incidents and internet outages by 60% through automation and documentation

Infrastructure Engineer II 09/2021 – 08/2022

Contrack Facility Management (Orascom Group)

- Installed and configured servers, network devices, and enterprise systems across multiple sites
- Supported virtualization and storage upgrades; managed user access and security policies
- Configured and maintained backup and disaster recovery procedures for critical systems
- Documented infrastructure configurations and standard operating procedures to support consistent handoffs across sites
- Monitored system performance and applied preventive maintenance to reduce unplanned downtime

Network and Infrastructure Engineer 01/2020 – 09/2021

Orascom Construction PLC

- Supported enterprise network and IT infrastructure for 300+ users at the New Administrative Capital site
- Deployed network solutions - switching, routing, and connectivity - within 6 sites
- Configured and maintained switches, routers, and wireless access points across a large, multi-building construction site
- Documented network topology and maintained hardware/asset inventories for the site

SKILLS

Cloud

GCP (primary), AWS

Infrastructure as Code

Terraform, Ansible, GitOps

MLOps

ML serving infrastructure on GKE (GPU node pools), model deployment pipelines, ML workload monitoring

Monitoring & Observability

Prometheus, VictoriaMetrics, Grafana, Kibana

SRE Practices

SLIs/SLOs & error budgets, on-call & incident response, postmortems, capacity planning

OS

Linux (Debian/Ubuntu), Windows Server

Containers & Orchestration

Kubernetes, Docker, Helm

Databases

MongoDB (replica sets, self-hosted clusters), Elasticsearch (self-hosted clusters), ClickHouse, SQL

CI/CD & Automation

Cloud Build, GitLab CI, Bash, Python

Data Streaming / CDC

Debezium, Apache Flink

Networking & Security

VPC design, firewall rules, IAM, TLS, VPN, Active Directory

EDUCATION

Sinai University

Bachelor's Degree in Computer Science, 2019