

Ahmed Ismail

Senior SRE / DevOps Engineer

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Summary

Senior SRE/DevOps Engineer with 7+ years across cloud infrastructure, platform engineering, MLOps, and IT operations. Currently own reliability of Bosta's GCP production environment — GKE, self-hosted data infrastructure, and ML serving — driving SLOs, incident response, and GitOps-based delivery. Background spans network engineering and enterprise IT.

Skills

Cloud: GCP (primary), AWS

Containers & Orchestration: Kubernetes, Docker, Helm

Infrastructure as Code: Terraform, GitOps

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

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

CI/CD & Automation: Cloud Build, GitLab CI, Bash, Python

Monitoring & Observability: Prometheus, Victoria Metrics, Grafana, Kibana

Data Streaming / CDC: Apache Flink, Debezium

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

Networking & Security: VPC design, firewall rules, IAM, TLS, VPN, Active Directory

OS: Linux (Debian/Ubuntu), Windows Server

Experience

Bosta Technology

Senior SRE / DevOps Engineer · Jan 2026 – Present

- Built and scaled a large self-hosted Elasticsearch cluster as the company-wide logging platform, replacing GCP Cloud Logging and cutting logging costs substantially
- Lead GitOps adoption across the infrastructure, establishing Git as the single source of truth for Terraform, Helm, and Kubernetes deployments with automated, reviewable rollouts
- Operate ML serving infrastructure on GKE — GPU node pools, autoscaling, and CI/CD for model deployment and rollback
- Own reliability of the GCP production environment: define SLOs, lead incident response and root-cause analysis, and drive capacity planning to bring down recurring incidents
- Mentor engineers and review infrastructure designs, driving platform standards with the senior team

DevOps / SRE Engineer · Aug 2023 – Dec 2025

- Designed and operated multi-region GCP infrastructure with high availability and cost efficiency
- Built and scaled a self-hosted Elasticsearch cluster as the company-wide logging platform, replacing GCP Cloud Logging and cutting logging costs
- Managed GKE clusters: networking, autoscaling, RBAC, and security hardening
- Administered self-hosted MongoDB replica sets, Elasticsearch, and ClickHouse clusters for production workloads
- Implemented Apache Flink and Debezium CDC pipelines for real-time data streaming
- Built CI/CD pipelines with Cloud Build and GitLab CI, streamlining release cycles; automated recurring operations with Bash and Python to cut manual toil
- Set up monitoring and alerting with Prometheus, Victoria Metrics, and Grafana to improve visibility and speed up issue detection; enforced IAM least-privilege, VPC design, and TLS across the environment

Bosta Technology

IT Lead / Network & Systems Engineer · Aug 2022 – Jul 2023

- Designed and built the new HQ network infrastructure from scratch within two months
- Led IT operations across multiple sites, managing a small team of engineers
- Maintained firewalls, routing, switching, and site-to-site 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
- Provided end-user IT support and troubleshooting across the organization
- Reduced recurring incidents through automation scripts and documentation; mentored junior engineers

Contrack Facility Management (Orascom Group) Sep 2021 – Aug 2022

Infrastructure Engineer II

- Installed and configured servers, network devices, and enterprise systems across multiple sites
- Supported virtualization and storage upgrades; managed user access and security policies
- Provided L2 escalation support for infrastructure incidents, coordinating with L1 teams and vendors to drive issues to resolution
- 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

Orascom Construction PLC Jan 2020 – Sep 2021

Network and Infrastructure Engineer

- Supported enterprise network and IT infrastructure for 300+ users at the New Administrative Capital site
- Deployed network solutions — switching, routing, and connectivity — alongside hardware and software rollouts
- 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
- Participated in on-call coverage to address network and infrastructure issues outside business hours
- Coordinated with system engineers, security teams to resolve escalated issues

Education

Sinai University — Bachelor's Degree in Computer Science — 2019