

Saif Alkayali (B.Sc.)

saifalkayali.com

CAREER OBJECTIVE

DevOps Engineering professional with 8+ years working in software development and systems engineering with focus on exciting technologies that further advances the vision and goals of the team, utilizing my skills in cloud engineering, IT infrastructure, software development, computer networking, and leadership.

PROFESSIONAL HIGHLIGHTS

- Excellent client-facing skills with proven track record of customer experience.
- Strong leadership with collaborative skills and promoting positive team spirit.
- Effective communicator, problem solving skills, detail-oriented and focused.
- 8+ years in the IT industry with interest in automation & other exciting platform technologies.

TECHNICAL SKILLS

Infrastructure

Kubernetes, Google Cloud Platform, AWS, Azure, Docker (EE, ECS), Linux (Ubuntu, Red Hat, Kali, Debian, Alpine), OpenShift, Salesforce (DC, FX), MuleSoft Middleware, Linode, Windows, Active Directory.

Programming Languages

Java EE (8,11,17), Python 3, Ruby, JavaScript 7, Apex, Groovy, Springboot

Automation

Terraform, Ansible, Bash 3.2, Chef, Jenkins, PowerShell, CI/CD Pipelines, Infra-as-code
Kustomize

Web Development & Tools

Splunk, Dynatrace, Datadog, NewRelic, SumoLogic, CSS, HTML, XML, Regex, VS Code IDE, NetBeans IDE, Git, GitHub, GitLab

Database Management Systems

PostgreSQL, MySQL, MS SQL, AWS RDS, AWS EBS, AWS S3

Team Communication & Collaboration

JIRA, Rally, Confluence, Slack, MS Teams, Microsoft tools

PROFESSIONAL EXPERIENCE

UnitedHealth Group

Eden Prairie, MN

DevOps Engineer

March 2021 - current

Successfully overseeing and working with 23+ scrum teams to manage software releases, engineering efforts, automation tooling and infrastructure to enable reliable software releases and ensure robust web services.

- Develop, implement, and maintain DevOps Capabilities, Continuous Integration and Continuous Deployment practices using various tools. This enables scrum teams to focus on build web services with use of CI/CD
- Continuously support production releases ensuring appropriate quality checks and controls are followed

Saif Alkayali (B.Sc.)

saifalkayali.com

- Develop and promote tools and process to improve overall software development quality
- Oversee the software development life cycle and code promotion to ensure best industry standards.
- Implement best industry security standards, run security scans on the code and platform to enable a strong security posture; this ensures visibility into the security status of software and hardware assets, networks, services, and information
- Collaborate with multiple cross functional teams in the organization to assure the success of the overall program
- Develop, enhance, defect fix using various technologies, platforms, and programming languages.
- Regularly monitor and review usage of the application, problem tickets, patterns to help drive teams to address root cause issues and improve the overall quality of the product

NovuHealth

Minneapolis, MN

Site Reliability Analyst

May 2018 – March 2021

Effectively managed and delivered robust, secure, and highly scalable web application infrastructure stacks and services to clients. Strived to make the tools and infrastructure reliable and robust for deploying, monitoring, and maintaining services and other tasks including:

- Administered Cloud-based services; Amazon Web Services (AWS) CloudFormation, EC2, ECS, RDS, IAM, SQS, Route53, ACM, and VPC; That provided a highly reliable client facing online platform.
- Actively responded to production application(s) and system incidents in being the point person to drive for incident resolution as well as ensure production systems are healthy, robust, and fully operational. This resulted in remarkable application availability, security and performance.
- Successfully utilized Agile methodologies to ensure smooth promotion of code to test, staging, and production environments.
- Managed and owned the deployment and preparation of technical processes to setup user acceptance testing environments, platform, and digital demos for new clients
- Performed cautionary data testing in test and staging environments prior to making this corrective data cleansing in a live production environment
- Accomplished day to day activities that involved troubleshooting and debugging web applications to determine and solve for root causes. Delivered in-depth technical analysis; That provided continuous support for the systems and applications

Saif Alkayali (B.Sc.)

saifalkayali.com

- Successfully configured and provisioned infrastructure including Docker Containers, Load Balancers, Security Groups, System Launch Configurations, VPC, and autoscaling; That contributed to highly scalable and robust systems
- Actively engaged and collaborated with development and QA teams to debug and solve technical application issues. Identified, prioritized, and developed enhancements to infrastructure and applications; That resulted in continuous software product development.
- Proactively controlled orchestration, provisioning, deployment applying CI/CD and using tools such as Jenkins, Chef, Docker; Which concluded higher software delivery pipeline efficiently
- Successfully Implemented technical services for client implementations such as Single Sign On, new product environment setup, custom domain setup, SFTP Implementation

Open Systems International Inc.

Medina, MN

IT Helpdesk

October 2017 - May 2018

Fully managed incoming IT support requests from various company departments including software engineering, project management, etc. and troubleshoot system issues to ensure that end-user machines are fully operational and functional to accomplish their day-to-day tasks.

- Provided network, hardware, and software systems support to employees; This helped the company's workload to continue without system difficulties
- Delivered in-depth technical analysis, which supported the employees getting back to their workload faster.
- Managed and resolved inquiries by researching documentation, running diagnostic programs, isolating systems issues, determining and implementing a solution, referring to appropriate resources and training end-users.
- Fully owned laptop configuration and machine building; Which provided reliable systems for the employees to work on.
- Actively researched, planned and implemented internal projects in the areas of the web, server, and network administration; That helped OSI stay on track for its mission and vision
- Proactively supported the maintenance of user account information including user set up for new hires, permissions, and group assignments; That supported in company employee growth and profits.

Saif Alkayali (B.Sc.)

saifalkayali.com

Freelance

Minneapolis, MN

Software Developer I

January 2015 - May 2018

Passionately built web applications that provide solutions to end users that would be used for businesses as well as companies that have the need for it. Creatively used the MVC web development framework, Java programming language, and client server architecture to create a user-friendly UI and a robust web application

- Fully developed and designed an asset tracking application that IT departments could use to track assigned IT equipment, software and tools.
- Fully developed and designed a product library application that a given business could use to track its inventory and products.
- Fully developed and designed board game “Reversi” using X and Y coordinates to successfully implement the board game’s logic

EDUCATION

Computer Information Technology B.S c. - Metropolitan State University - St. Paul Minnesota