

SAIED AWAD

DEVOPS ENGINEER

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PROFILE

Hands-on DevOps engineer with 3+ years of experience across Linux infrastructure, containerized applications, CI/CD automation, observability, networking, backups and production operations. Strongest at tracing problems across the complete path: application, container, network, proxy, database, storage and host.

EXPERIENCE

DevOps Engineer - Nixpend / Sequential Technologies

October 2023 - Present | Amman, Jordan

- Operate Ubuntu and CentOS development, testing, monitoring and production infrastructure across multiple servers and customer environments.
- Design and maintain branch- and tag-aware Azure DevOps pipelines for container builds, registry publishing and controlled deployment.
- Coordinate production releases through GitLab CI/CD, Ansible and manual approval, including multi-server rollout and version validation.
- Operate Grafana, Prometheus, Loki, Tempo, OpenTelemetry and alerting infrastructure for metrics, logs, traces and incident investigation.
- Maintain Docker and Docker Compose application stacks, Frappe/ERPNext environments, MariaDB, Redis, Nginx and related services.
- Automate date-based backups for databases, public files, private files and configuration, with recovery procedures and S3-compatible storage.
- Troubleshoot incidents spanning queues, storage, TLS, networking, reverse proxies, databases and application builds.
- Build operational runbooks so deployments, recovery and maintenance can be completed safely and repeatably.

DevOps Intern - Nixpend / Sequential Technologies

July 2023 - September 2023 | Amman, Jordan

- Built foundations in Linux administration, Nginx, Ansible, Bash, Docker, CI/CD and Grafana dashboards.
- Practiced repeatable deployment and monitoring workflows in real infrastructure environments.

SELECTED ENGINEERING WORK

Delivery architecture

Azure Repos -> Azure Pipelines -> Docker Build -> Registry -> Manual Approval -> GitLab Pipeline -> Ansible -> Production Servers -> Version Verification

Responsibility: pipeline design, image builds, branch/tag handling, deployment automation, troubleshooting and release validation.

Observability architecture

Applications & Servers -> Vector / Exporters / OpenTelemetry -> Prometheus / Loki / Tempo -> Grafana -> Alerting

Responsibility: operate collection, dashboards, log and trace pipelines, alerting and the infrastructure behind the monitoring stack.

Kubernetes - hands-on depth building

Hands-on work with Helm, ingress, readiness, shared databases, StatefulSets, PV/PVC, NFS and CronJobs for ERPNext workloads in testing environments. Presented honestly as growing operational depth rather than hyperscale platform ownership.

TECHNICAL SKILLS

Linux & infrastructure: Ubuntu, CentOS, Bash, VMware, Proxmox, CloudStack

Containers & orchestration: Docker, Docker Compose, Portainer, Kubernetes, Helm

Delivery & automation: Azure DevOps, GitLab CI/CD, Git, Azure Repos, Ansible, YAML

Observability: Grafana, Prometheus, Loki, Tempo, OpenTelemetry, Vector, Alertmanager

Data & recovery: MariaDB, PostgreSQL, MongoDB, Redis, rclone, S3-compatible storage, NFS

Networking & edge: Nginx, Traefik, Cloudflare, TLS, pfSense, OpenZiti

Cloud: Google Cloud, Oracle Cloud, Scaleway

EDUCATION

Bachelor of Computer Systems and Networks Engineering

Al-Balqa Applied University - Faculty of Engineering Technology (Polytechnic) | 2019 - 2023

LANGUAGES

Arabic - Native | English - Fluent