

NOUR ELTONY

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Jacksonville, FL

PROFESSIONAL EXPERIENCE

Habemco

September 2023 – Present

Senior Site Reliability Engineer

- Successfully re-engineered AWS infrastructure for increased operational efficiency by deploying AWS Organizations for streamlined SSO and shifting instances, RDS databases, ECS clusters, etc., to private subnets. During this project, optimized network architecture through meticulous cleanup of VPCs, security groups, and NACLs. Developed and leveraged baseline and custom guardrails, policies, centralized policy enforcement, tagging policies and a well architected multi account environment.
- Instituted robust security measures within our AWS environment, significantly improving overall security posture and compliance. Reviewed security vulnerabilities across AWS accounts and reduced number of offending resources by 92% through ongoing review of dashboards.
- Utilized AWS Config and CloudTrail for continuous monitoring and compliance tracking, achieving a 100% compliance rate with stringent internal and external security audits.
- Conducted a comprehensive cost-benefit analysis for cloud services, utilizing AWS Trusted Advisor and AWS Cost Explorer to identify inefficiencies and implement corrective strategies (rightsizing EC2 instances, eliminating waste, implementing auto-parking using ParkMyCloud, configuring S3 lifecycle policies, leveraging ASGs, etc.) that led to a 47% reduction in cloud operational expenses within 3 months.
- Orchestrated cross-functional team collaboration to align cloud infrastructure development with overarching business objectives, guaranteeing seamless integration and fulfillment of service-level agreements.
- Respond to & troubleshoot critical production issues and provide immediate workarounds to maintain business continuity. Provided after-hours support during on-call rotations, maintaining a 99.8% SLA compliance rate.
- Spearheaded enterprise-wide rollout of key cloud management and monitoring tools (Datadog, CrowdStrike, Qualys, CloudWatch) enhancing system reliability by 40% and reducing incident response times by 25%.
- Led cloud-based data analytics initiative, leveraging CloudHealth and integrating PowerBI with AWS to provide actionable insights that drove business strategy and decision-making.
- Utilized Terraform to replicate AWS environments in Azure, ensuring consistency and compliance in cloud configurations.
- Developed and executed a sophisticated Azure backup strategy, utilizing Terraform for deployment. This leverages Azure Policy to automatically assign appropriate backup policies to resources based on tag values.
- Successfully deployed Azure Kubernetes Service (AKS) migrating from AWS's EKS. This shift involved configuring AKS for scalability and reliability, resulting in a 20% improvement in application performance and resource optimization.
- Ensured strict adherence to security and compliance standards during migration to Azure, employing Azure Security Center and Azure Virtual Network, which led to a robust security posture in the new environment without compromising on compliance requirements.
- Engineered and implemented Azure Pipelines to replace AWS CodeBuild and CodeDeploy, automating CI/CD processes for multiple projects.
- Facilitated the migration of source code repositories from AWS CodeCommit to Azure Repos, ensuring a smooth transition with zero downtime.
- Conducted thorough Azure resource review, utilizing Azure Cost Management tools, achieving a 30% cost reduction while maintaining performance and reliability standards.

Ollion (formerly 2nd Watch)**September 2022 – September 2023***Site Reliability Engineer*

- Engaged with enterprise clients on scheduled calls to make recommendations based on industry best practices. Conducted well-architected framework reviews revolving around the six pillars for client environments to improve infrastructure availability and performance. Evaluated client AWS accounts and implemented optimization leveraging 3rd party tools such as ParkMyCloud and Cloud Custodian to reduce costs on AWS services by 35% without compromising performance.
- Identified areas for automation, utilizing Python, PowerShell, and Bash scripts to automate repeatable tasks.
- Leveraged New Relic, Datadog, Splunk, Moogsoft and Grafana to monitor and provide reporting on resources across cloud environments in AWS, Azure, and GCP.
- Engineer & implement cloud-based technical architectures, migration approaches, deployment of cloud resources and application optimizations that utilize automation technologies and enable business objectives.
- Administer and provision new environments including compute, network, and storage resources leveraging IaC (CloudFormation/Terraform) and CI/CD (Jenkins/Gitlab).
- Conducted regular security risk assessments and audits for clients using tools like AWS Inspector, Azure Security Center, and Tenable to identify and mitigate vulnerabilities to maintain compliance with HIPAA/SOC2. Automated compliance checks using AWS Config/Azure Policy to reduce manual audit preparation time.
- Collaborated with internal cloud enablement team to resolve architectural issues and reduce design debt, enhancing system stability and reliability, as well as providing ongoing support and assisting with development of cloud services/infrastructure as needed.
- Migrated existing virtual machines in private cloud environments to AWS & Azure, optimizing for cost and performance while minimizing downtime during the transition.

NBCUniversal**February 2020 – August 2022***Site Reliability Engineer*

- Configured automated backups leveraging AWS Backups and documented recovery procedures for critical data, reducing recovery time objectives by 50% and enhancing data resilience.
- Investigate and resolve latency, connectivity and system performance issues, deployed security patches and upgrades on Windows & Linux (RHEL/SUSE/Ubuntu) systems.
- Troubleshoot and resolved complex issues within internal cloud environments, resulting in a 40% reduction in system downtime and improved end-user satisfaction.
- Monitored incident queues, ensuring rapid resolution of client concerns and service requests. Drove process improvements based on analysis of problem tickets, leading to a 15% improvement in ticket resolution time.
- Collaborated with development teams to optimize application performance in AWS environment.
- Conducted in-depth analysis and optimization of cloud storage solutions, achieving a 10% cost reduction while maintaining performance and data integrity.
- Managed & supported critical multi-region AWS accounts, ensuring high availability by implementing AWS Elastic Disaster Recovery.
- Proactively identified performance bottlenecks with internal tooling and assisted in resolving them in collaboration with internal product development team.

TECHNICAL SKILLS

Microsoft Stack (Windows Server, MS Active Directory, Office 365, SCCM) Mac OS X, Linux (RHEL/Ubuntu/SUSE)
ServiceNow, ServiceFlow, Jira, Confluence, etc.

IaC (Terraform, CloudFormation, Chef, Puppet, Ansible) Programming/Scripting (Python/Powershell/Bash)

CI/CD Pipelines (Gitlab, CodeCommit, Azure Repos. AWS CodeBuild/CodeCommit/CodeDeploy)

AWS Stack (EC2, S3, Lambda, RDS, ELB, VPCs, IAM, Systems Manager, Elastic Beanstalk, KMS, Certificate Manager, CloudWatch, CloudTrail, ECS, Fargate, EKS, ECR, Control Tower, Organization, Landing Zone)

Azure Stack (App Service, Virtual Machines, AKS, Azure Functions, Azure Blob Storage, Azure SQL Database, Synapse Analytics, Azure Cosmos DB, PowerBI, etc.) Kubernetes, Docker, Helm,

Monitoring Tools (Grafana, Prometheus, MySQL, Qualys, CrowdStrike, DataDog, New Relic, etc.)

CERTIFICATIONS & EDUCATION

CUNY College of Staten Island - B.S Business Management

AWS Certified Cloud Practitioner | AWS Certified Solutions Architect – Professional | Google Cloud – Associate Cloud Engineer | Google Cloud – Professional Cloud Architect | Google Cloud – Professional Cloud Security Engineer | Microsoft Azure – Administrator Associate