Akram El-Gaouny

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EDUCATION:

Key Courses: Data Structures, Algorithms, Databases, Quality Assurance, Operating Systems & Graphical User Interface.

University of Ottawa | Ottawa, Ontario
Bachelor of Applied Science in **Software Engineering** (GPA: 9.58/10)

LANGUAGES AND SKILLS:

Python, Java, JavaScript, Golang, HTML, CSS, SQL, MongoDB, Terraform, Docker, Kubernetes, Grafana, Prometheus, Splunk, Concourse, GitHub Actions, Linux, JIRA, AWS, Azure, Git/GitHub/GitLab.

EXPERIENCE:

Ericsson: **Software Developer** | Ottawa, Ontario | August 2023 – Present
- Assisted in the development of Kubernetes Helm charts to streamline the deployment of Cloud RAN microservices.
- Designed integration tests for validating Helm deployments and evaluating the interactions between different Cloud RAN microservices.
- Implemented and managed Jenkins pipelines to run validation tests on different cloud RAN microservices.
- Monitored CI/CD validation pipelines to ensure timely and successful release of Helm Chart releases and images.
- Facilitated different coordinated deliveries of diverse microservices to address version compatibility and system stability.
- Identified and raised many bug reports with different microservices for timely resolution.

Shared Services Canada: **Cloud Engineer – Part-time**| Ottawa, Ontario | Aug 2022 – July. 2023
- Implemented and managed infrastructure as code using Terraform to automate the deployment of AWS S3 buckets and RDS databases.
- Implemented and managed CI pipelines for ongoing validation of Terraform code, ensuring strict compliance with CIS controls.
- Developed and created dashboards using Grafana and AWS CloudWatch to provide actionable insights and facilitate incident troubleshooting.
- Assisted with the incident response procedure of the team through automating CloudWatch alerts on performance and availability metrics for various AWS resources.

Qlik: **Site Reliability Engineer Intern** | Ottawa, Ontario | May 2022 – August 2022
- Assisted development teams to onboard microservices to stage and production.
- Automated provisioning of infrastructure and cloud resources using Terraform.
- Debugged and investigated services with violating SLOs and decreasing error budgets.
- Created a CI/CD pipeline to verify and validate database Infrastructure as Code.
- Successfully presented a POC to investigate MongoDB Kubernetes operator.

Shared Services Canada: **Part-time Cloud Engineering Intern** | Ottawa, Ontario | Jan. 2022 – May 2022
- Developed an automated security compliance tool for verifying Azure subscriptions.
- Worked on a Continuous Integration pipeline that checks for any high-risk security misconfigurations in terraform files.

Qlik: **Site Reliability Engineer Intern |** Ottawa, Ontario | Sept. 2021 – Dec. 2021
- Developed a Slackbot service to allow developers to query metrics on MongoDB clusters, databases, and collections.
- Authored an SLA document describing the SLIs, SLOs, and Error Budgets of the service.
- Integrated metrics and tracing into the service using Prometheus and OpenTelemetry.
- Created a Grafana Dashboard to monitor the health of the service.

Shared Services Canada: **Cloud DevOps Engineer Intern** | Ottawa, Ontario | Jan. 2021 – Sept. 2021
- Worked on Infrastructure as Code (IaC) and scripting activities using AWS CloudFormation and AWS CDK.

CERTIFICATIONS:

- **Amazon Web Services Cloud Practitioner |** Sept. 2022 – Sept. 2025

PROJECTS:

- Budget Buddy **(Node JS, React, Express, MongoDB)**
- Stock Search Server **(Node JS)**
- AI Tic-Tac-Toe **(Python)**
- Service Novigrad **(Java, Android Studio)**

AWARDS/ SCHOLARSHIPS:

- University of Ottawa Entrance Scholarship
- Dean's List | Years: 2019 – 2023