

# Ali Raad

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## Summary

System Administrator / DevOps Engineer and Computer Science graduate with hands-on experience in backend development, Linux system administration, infrastructure management, network administration, monitoring, and automation. Experienced in maintaining cloud environments, supporting production systems, troubleshooting critical issues, and ensuring system reliability, security, and business continuity. Strong background in incident response, technical support, and infrastructure optimization with a focus on operational efficiency. Recognized for effective communication and a commitment to continuous learning.

## Core Skills

- **Linux system administration** (Ubuntu): Installation, configuration, troubleshooting, log management, security hardening, and automation
- **Languages:** Python and C#
- **Frameworks:** FastAPI and .NET Core
- **Infrastructure monitoring:** Grafana, Prometheus, Telegraf, InfluxDB, infrastructure monitoring, alerting, and performance analysis
- **Cloud & Infrastructure:** AWS (EC2, S3), LXD, Docker, Docker Swarm, systemd, containerized environments and service deployment
- **Database management:** MySQL, SQL Server, Airtable
- **Network administration:** Routers, switches, firewalls, VPNs, connectivity troubleshooting
- **Version control:** Git repository management.
- **Live streaming infrastructure:** Stream setup, FFMPEG, Nimble, and VOD/OTT delivery.
- **AI-Assisted Development:** GitHub Copilot (VS Code), AI-assisted debugging, development acceleration, code optimization
- **Incident management:** Root cause analysis, recovery planning, and client communication.
- **Effective communication,** teamwork, and commitment to continuous learning.

## PROFESSIONAL EXPERIENCE

IDS Internship - ASP .NET Core

Nov 2023 –Feb 2024

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- Utilized SQL Server for database management, optimizing complex queries and creating stored procedures.
  - Developed full-stack web applications using ASP.NET/MVC, C#.NET, and Entity Framework Core.
  - Built interactive, responsive frontends with JavaScript, AJAX, jQuery, and Bootstrap.
  - Created RESTful Web APIs (.NET Core 5.0/6.0/7.0) for seamless integration.
  - Collaborated using Git for version control and team development.

NEXT SOLUTION - DevOps and System Administration

July 2022 – current

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An IT company specializing in delivering live streams and Video on Demand (VOD) content for businesses with Over-The-Top (OTT) applications. The key responsibilities and skills acquired by this role:

- Managed Ubuntu physical servers, OVH dedicated servers and VPS, as well as AWS S3 bucket and EC2 instances.
- Implemented monitoring and alerting system using Grafana, Prometheus, Telegraf, and InfluxDB, ensuring optimal server performance.
- Configured and maintained Nginx web server for secure, high-availability content delivery.
- Managed containerized and virtualized environments using LXD, Docker, and Docker Swarm, including deployment, orchestration, service isolation, and infrastructure maintenance.
- Designed and developed Python-based automation tools and internal bots to reduce repetitive operational tasks and improve workflow efficiency.
- Designed and maintained relational databases (MS SQL Server, MySQL, Airtable) for real-time collaboration and automated data management.
- Administered network infrastructure (routers, switches, firewalls, VPNs), optimizing performance, reliability, and security.
- Developed FastAPI backend system for stream monitoring, source management, analytics, and operational reporting.
- Led incident management and root cause analysis, delivering recovery and clear client communication.
- Oversaw live streaming and VOD delivery using RPS, Nimble (WMS Panel), AMS, and other platforms, ensuring seamless OTT service operations.

#### **Key Achievements:**

- Increased monitoring reliability through dashboard live metrics and incidents alerts.
- Decreased inspection overall time from 1+ hours to less than 20 mins (using nsmanager functionalities)

## **PROJECTS (Development)**

- 1. Activity Club Portal (2023)**
  - Designed and implemented two interconnected portals—Back Office (admin) and Public Site (user-facing) using ASP.NET Core.
  - Leveraged HTML, CSS, JavaScript, jQuery, AJAX, and Bootstrap for dynamic and responsive web interfaces.
  - Applied the Unit of Work pattern for robust data management and seamless operations.
- 2. Ticketing System (2024)**
  - Created a ticketing system using ASP.NET Core with a focus on continual learning and updates.
  - Implemented stored procedures for efficient database operations and performance.
- 3. NsManager (2025)**
  - FastAPI-based backend system for HLS stream monitoring, source management, and reporting.
  - Designed modular API endpoints for authentication, user management, stream/source monitoring, analytics, and reporting.
  - Built a frontend dashboard with HTML, CSS, JavaScript, and Jinja2 templates for real-time management and reporting.
  - Integrated FFmpeg and ffprobe via custom Python scripts for advanced media stream analysis, health checks, recording.
  - Used SQLAlchemy ORM for database access, and Alembic for migrations.

- Automated deployment and maintenance Bash scripts; managed service with systemd and Uvicorn.
- Implemented robust logging, error handling, and Python-based unit/integration tests for reliability.

## Certification

- IC3 GS5 Digital Literacy program | Beirut Arab University 2021
- Bachelor's Degree in computer science | Beirut Arab University 2019 - 2022
- .Net Core Internship Certificate | IDS 2023

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- **LANGUAGES**

Fluent in English and Arabic