

WISSAM ATALEH

Senior DevOps & Site Reliability Engineer

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Summary

Senior DevOps and Site Reliability Engineer with 8+ years of experience designing, automating, and scaling high-availability infrastructure across AWS and bare-metal environments. Proven expertise in building production-grade Kubernetes automation, driving GitOps workflows, and optimizing complex microservices platforms supporting high-throughput verticals. Holds a Master's in Computer Engineering and a Bachelor's in Mechatronics Engineering. Certified Kubernetes Administrator (CKA). Active non-profit board member and open-source advocate focused on reliability engineering, security, and developer velocity.

Work Experience

Senior Site Reliability Engineer II | Careem

Sep 2024 – May 2026

Amman, Jordan

Careem 'the everything app'.
Ride-hailing, food and groceries deliveries, payments management, and more.

- **Architected & Deployed "Placement Operator"**: Leveraged AI-assisted development tools to design and implement a custom Go Kubernetes controller automating pod placement and safe PDB-aware workload rotation across 14 clusters and hundreds of services with zero downtime.
- **AWS & EKS Infrastructure Management**: Optimized multi-cluster AWS environments using Terraform (IaC) to lower compute costs while maintaining high availability for Rides, Food, and Pay verticals.
- **Incident Response & Reliability**: Defined SLI/SLO metrics, led critical incident management, and established post-mortem processes that significantly reduced MTTR.
- **GitOps & CI/CD Automation**: Standardized multi-cluster deployments using GitHub Actions and ArgoCD, shifting deployments to a self-service model for engineering teams.
- **AI-Assisted SDLC Integration**: Leveraged AI tools as a force multiplier to accelerate Go codebase implementation, architectural design, and test suite generation.
- **Engineering Mentorship**: Mentored mid and senior-level engineers on system design, transitioning the platform team to a proactive, product-centric model.

Senior DevOps Engineer | BeyondAI (Beyond Limits)

Oct 2021 – Sep 2024

Glendale CA, USA

(Remote from Jordan)

Beyond Limits creates and ships industrial-grade artificial intelligence systems to clients world-wide.

- **DevOps & MLOps Leadership**: Spearheaded the MLOps infrastructure roadmap on AWS EKS using Kubeflow and MLflow to support industrial AI delivery.
- **Hybrid Cloud & On-Prem Deployments**: Built resilient Kubernetes environments across AWS, Azure, and private on-prem infrastructure for high-profile global clients.
- **Observability Architecture**: Implemented end-to-end monitoring and logging solutions using Prometheus, Grafana, and Loki with custom alerting for proactive resolution.
- **Confidential Compute Infrastructure**: Partnered with R&D to deploy secure

workloads leveraging Intel SGX Chipsets, Gramine, and Kubernetes on Azure and on-prem.

- **Security & Artifact Management:** Designed a high-availability HashiCorp Vault setup with automated K8s secret rotation, alongside a centralized Sonatype Nexus repository.
- **JOSA Cloud Initiative:** Designed and deployed a self-managed, high-availability Kubernetes cloud infrastructure hosting internal tools, mail servers, SSO identity, and CI/CD platforms.
- **Platform & Web Delivery:** Led cross-functional developer teams to build and launch core digital platforms, including the organization's main web application and digital safety portals.

DevOps Engineer | Jordan Open Source Association

Sep 2019 – Oct 2021

Amman, Jordan

JOSA is a non-profit organization that works for openness in technology and defends digital rights in Jordan.

Skills

Infrastructure & Cloud: Kubernetes (EKS, Rancher), Docker, Helm, AWS, Bare-Metal / On-Prem

Infrastructure as Code (IaC): Terraform, Ansible

Networking & Security: HashiCorp Vault, Keycloak, Auth0, Okta, Traefik, Nginx, Istio, SonarQube

GitOps & Delivery: ArgoCD, FluxCD, GitHub Actions, Jenkins, DroneCI

Auto-scaling & MLOps: KEDA, Kubeflow, MLflow

Observability & Data: Prometheus, Grafana, Loki, Dynatrace, Kafka, Elasticsearch, PostgreSQL, MongoDB

Development & Scripting: Python, Bash, JavaScript

AI Tooling & Methodologies: Applied AI Integration, LLMs, LM Studio, Ollama, System Architecture, SRE Best Practices (SLO/SLI, MTTR Reduction), Incident Management, Cost Optimization

Certifications

HashiCorp Certified: Terraform Associate, IBM Professional Certification, 2026.

CKA: Certified Kubernetes Administrator, The Linux Foundation, 2024.

Education

Master of Science in Computer Engineering | German Jordanian University, 2017 – 2019, Amman, Jordan

Bachelor of Science in Mechatronics Engineering | Al-Balqa Applied University, 2008 – 2013, Amman, Jordan

Leadership & Extra-Curricular

Board Member | Jordan Open Source Association (2024 – Present)

Technical Speaker | Xpand Conference, Amman (2022 & 2024)

Program Coordinator Volunteer | Jordan Open Source Association (2019 – 2020)

Freelance DevOps & Web Development Consultant (Various Projects)

Languages

Arabic: Native

English: Proficient (C1 / IELTS 8.0)

Technical Project Portfolio

Careem | Senior Site Reliability Engineer II

Project: Automated Workload Placement & Migration Operator:

- **Objective:** Standardize compute node pool selection across multi-cluster environments, shift infrastructure sizing burdens away from product teams, and execute zero-downtime cluster upgrades.
- **Technical Architecture:** Built a production-grade Kubernetes controller with Go and controller runtime, automating declarative pod placement policies, node pool consolidation, and PDB-aware (Pod Disruption Budget) workload rotation across 14 production EKS clusters. Supported blue/green bulk migrations and graceful node draining during maintenance.
- **Impact:**
 - Achieved zero-downtime cluster upgrades and migrations across hundreds of core microservices.
 - Eliminated manual workload migration overhead for SRE teams.
 - Consolidated fragmented node pools, significantly reducing compute costs and resource waste while improving performance metrics and SLIs for resource-intensive workloads.

BeyondAI | Senior DevOps Engineer

Project: Enterprise-Grade HashiCorp Vault Secrets Platform:

- **Objective:** Centralize secrets management and establish automated credential rotation across multi-region Kubernetes clusters with zero single points of failure.
- **Technical Architecture:** Deployed a highly available HashiCorp Vault architecture across 3 AWS Availability Zones using DynamoDB/S3 storage backends and AWS KMS for automated unsealing. Integrated Active Directory SAML for RBAC authentication alongside Kubernetes Service Account auth for automated secret injection and rotation.
- **Impact:** Eliminated static secrets across non-prod and prod environments, establishing full auditability and meeting strict enterprise security compliance requirements for global clients.

Project: Multi-Environment GitOps Standardization (ArgoCD)

- **Objective:** Replace fragile, hardcoded Jenkins deployment scripts with a declarative, audit-friendly deployment pipeline across multiple environments.
- **Technical Architecture:** Implemented ArgoCD across Dev, QA, UAT, and Production Kubernetes clusters using GitOps principles. Managed application state via Git repositories with automated synchronization and diff tracking.
- **Impact:** Reduced release deployment times, enabled single-click automated rollbacks, eliminated configuration drift, and empowered engineering teams with full visibility into application deployment states.

Project: Scalable MLOps Platform on EKS

- **Objective:** Provide Data Scientists and ML Engineers with a cloud-native platform to build, train, and deploy machine learning models at scale.
- **Technical Architecture:** Architected an MLOps platform on AWS EKS integrating Kubeflow and MLflow. Standardized CI/CD integration for model experimentation, dataset analysis pipelines, and automated artifact tracking.
- **Impact:** Shortened the ML lifecycle from research to production, allowing data science teams to self-serve Kubernetes compute resources without requiring manual infrastructure provisioning.

Project: Confidential Compute Infrastructure (Intel SGX & Azure)

- **Objective:** Enable secure execution environments for patented AI algorithms, sensitive client data, and Personally Identifiable Information (PII).
- **Technical Architecture:** Partnered with R&D to deploy confidential computing nodes utilizing Intel SGX Chipsets, Gramine, and Kubernetes across Azure and private on-premises infrastructure. Encrypted memory enclaves were provisioned to process sensitive workloads in isolated hardware states.
- **Impact:** Enabled the business to win security-critical enterprise contracts with strict data privacy and intellectual property constraints.

Jordan Open Source Association (JOSA) | DevOps Engineer

Project: The JOSA Cloud Initiative

- **Objective:** Build an independent, fully open-source cloud infrastructure to eliminate dependency on proprietary vendor lock-in and closed-source SaaS.
- **Technical Architecture:** Provisioned a self-managed DigitalOcean Kubernetes platform hosting a suite of self-hosted tools: Keycloak (SSO/IdP), Mailu (Full Mail Server), Nextcloud (Collaboration), Jitsi (Video Conferencing), Monica CRM, Spiderfoot/Gophish (OSINT & Security Testing), and continuous delivery via ArgoCD and CircleCI.
- **Impact:** Transitioned the organization to a secure, private digital workspace powered entirely by open-source technologies, setting a precedent for privacy-first operations in the regional non-profit sector.

Project: JOSA Official Web Platform (josa.ngo)

- **Objective:** Develop and host a high-performance, secure digital platform to serve as the organization's public hub and campaign landing center.
- **Technical Architecture:** Built using Nuxt.js 3 (SSG/SSR) and Strapi headless CMS running inside Docker containers on Kubernetes. Automated building, testing, and zero-downtime deployment pipelines using JOSA Cloud's CI/CD tooling.
- **Impact:** Delivered a fast, SEO-optimized, and resilient website capable of handling traffic spikes during high-profile digital rights campaigns.