Ahmed Medhat

L3 Production Support / Reliability Engineer | SQL · Observability · Automation

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Languages: English — C2 | Arabic — Native

Professional Summary

L3 production support and reliability engineer with experience resolving 700+ live incidents across enterprise SaaS databases, APIs, and microservices. Strong in SQL, application diagnostics, Sev-1/Sev-2 response, RCA, transactional data repair, distributed observability, and automation, backed by prior QA/SRE and L2 support experience.

Technical Skills

Incident & Reliability: L2/L3 escalation, Sev-1/Sev-2 response, RCA, SLA/SLO adherence, incident triage, runbooks, SOPs
Observability: Sentry, Datadog, CloudWatch, distributed logs/traces, HTTP payload analysis, telemetry, network traces
Databases: PostgreSQL, SQL Server, Oracle DB, MySQL, Redis, SQL diagnostics, transactional data repair, query analysis
Automation & Engineering: Python, Bash, PowerShell, C#/.NET Core, REST APIs, FastAPI
Platform & Access: Docker, GitHub Actions, AWS, Azure, Linux, Active Directory, IAM, Jira Service Management

Professional Experience

L3 Production Systems Support & Site Reliability Engineer *2025 – 2026*
Intellias *Remote / Hybrid*

- Served as a primary L3 escalation engineer and incident responder, independently resolving 700+ production incidents across databases, APIs, and microservices.
- Diagnosed complex defects and intermittent failures through distributed application logs, HTTP payload structures, SQL transactional states, telemetry dumps, and network traces.
- Executed live database repairs during Sev-1 outages inside explicit transactions with pre-verified rollback scripts, maintaining data integrity.
- Eliminated recurring operational toil with Python and Bash automation, including recovery workflows for expired third-party webhook authentication.
- Authored RCAs, SOPs, and runbooks and partnered with core engineering teams to reproduce difficult edge cases and drive durable fixes.

QA Engineer & Site Reliability Engineer *2023 – 2024*
PivotX Solutions *Cairo, Egypt*

- Combined software quality and reliability responsibilities, investigating application failures, validating releases, and documenting reproducible defects.
- Performed functional, smoke, and regression testing while supporting production diagnostics and engineering handoff for reliability issues.
- Verified fixes and regression coverage across subsequent releases.

L2 Support Engineer *2022 – 2023*
Mubasher International *Cairo, Egypt*

- Managed L2 technical escalations and resolved complex client software issues through ticket triage and live remote troubleshooting.
- Built troubleshooting documentation for recurring issues and common failure patterns.

Selected Reliability & Automation Projects

Autonomous Incident Triage & Defect Detection Engine
Python, FastAPI, pgvector, Docker, Sentry

- Built an automated log-analysis utility that clusters high-volume Sentry stack traces by semantic similarity and generates structured defect reproduction briefs.

Identity & Access Compliance Auditor
PowerShell, Python, Active Directory, Jira REST API, SQL

- Built an automated governance workflow comparing Active Directory membership against Jira approvals to identify, alert on, and revoke stale elevated access.

Education & Certification

Bachelor of Science in Software Engineering *Graduated 2022*
Cairo University

ISTQB® Certified Tester Foundation Level (CTFL) *Issued Sept 2022*
International Software Testing Qualifications Board