

RAKAN BAKIR

DevOps Architect -- CKA -- AWS Certified

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Open to relocation across Gulf region -- available immediately, on the ground within 2-3 weeks of offer.

PROFESSIONAL SUMMARY

DevOps Architect and Team Lead with 17+ years of experience engineering secure, high-velocity platforms for regulated banks, telcos, broadcasters, and retailers across the Middle East. Specialist in AWS EKS, GitOps, Site Reliability Engineering (SRE), and incident management with deep expertise in microservices architecture, IaC (Terraform, CDK), PCI-DSS, NIST compliance, and DevSecOps. Proven track record of founding DevOps teams from zero, driving deployment velocity by 60x, shrinking environment prep time by 70%, and delivering 40% cloud cost optimization. Actively targeting senior DevOps and SRE leadership roles across the Gulf (UAE, Saudi Arabia, Qatar, Kuwait) and Jordan.

PROFESSIONAL EXPERIENCE

DevOps Team Lead -- Integrated Computer Systems (ICS), Jordan -- Aug 2025 -- Present

Founded the DevOps practice from scratch -- hiring the team, architecting AWS EKS platform, and establishing GitOps CI/CD and full-stack observability.

- Architected multi-environment AWS EKS with Terraform IaC, VPC isolation, and multi-AZ networking across 3 availability zones
- Rolled out GitOps workflows using ArgoCD and Jenkins across 3 environments for auditable, policy-aware continuous delivery
- Enforced platform-wide security baselines: IRSA, KMS encryption, IMDSv2, AWS Secrets Manager, External Secrets Operator
- Deployed full observability stack across 3 environments: Prometheus, Grafana, Loki, Tempo, Pyroscope, OpenTelemetry — reducing mean time to resolution by 45%
- Implemented Karpenter cluster autoscaling, reducing idle compute waste by an estimated 30%
- Recruited and mentored engineers; authored self-service runbooks adopted by product teams

DevOps Senior Manager -- Jordan Ahli Bank (Qawn — Innovation) -- Jan 2023 -- Aug 2025

Led bank-wide DevOps transformation through the Qawn innovation department — aligned to PCI-DSS, NIST, and AWS Well-Architected across a multi-account Open Banking estate.

- Founded the DevOps team and practice from zero — hired 6 engineers, defined roadmap, and institutionalized GitOps and DevSecOps standards
- Directed security program aligned to PCI-DSS, NIST CSF, and AWS Well-Architected Security Pillar across 7 segregated AWS accounts
- Hardened Open Banking APIs with Kong Hybrid Gateway using OIDC and mTLS, securing traffic for 20+ financial partners
- Governed ArgoCD across 35+ microservices with compliance-grade audit trails and automated rollback
- Embedded DevSecOps in CI/CD: Trivy image scanning, SonarQube static analysis, K8sGPT cluster insights, Prometheus-backed detection
- Provisioned IAM federation, VPN, secrets hygiene, and Terraform IaC across 7 segregated AWS accounts for blast-radius reduction
- Designed AWS Step Functions to intelligently start/stop non-production ECS, RDS, and Redshift -- yielding 40% off-hours cloud savings

DevOps Consultant -- Orange Jordan -- Jun 2020 -- Jan 2023

Spearheaded cloud-native CI/CD platform on on-premise Kubernetes from zero, creating DevOps culture and practices where none existed.

- Engineered hardened on-premise Kubernetes CI/CD with IaC (ArgoCD, Terraform) and GitOps principles, supporting 4 development squads
- Reduced environment provisioning from 17 days to 5 days (70% improvement) through automated templating
- Accelerated deployment from 2 hours to 2 minutes — eliminated failure-related downtime entirely
- Integrated Trivy container scanning into pipelines; led internal DevOps and security enablement sessions for 4 squads

Senior DevOps Engineer -- MBC Group (Shahid.net) -- Mar 2017 -- Dec 2019

Orchestrated CI/CD for shahid.net, containerizing legacy services to Docker on AWS

- Engineered Jenkins and Ansible CI/CD pipelines supporting broadcast-scale traffic for millions of viewers
- Containerized 15+ legacy services to Docker on AWS, cutting deployment failures by 80%
- Developed automated build and deploy workflows via AWS CDK; represented engineering at AWS re:Invent 2018

Senior DevOps Engineer -- 525K Global Solutions -- Dec 2019 -- Jun 2020

Managed AWS infrastructure as code using Terraform and CDK

- Instrumented observability with Prometheus, FluentD, and Grafana, reducing mean time to detection by 60%
- Integrated shift-left security scanning and compliance automation into CI/CD pipelines across 8+ code repositories

Senior Linux System Administrator -- MarkaVIP -- Mar 2014 -- Mar 2017

Managed server infrastructure, performance tuning, patching, and automation for a retail e-commerce company in the MENA region.

- Engineered high-availability systems and internal monitoring solutions, achieving 99.9% uptime across production
- Maintained secure retail e-commerce infrastructure and collaborated on 10+ hardened platform change rollouts

Linux Administrator -- Info2cell -- May 2011 -- Mar 2014

Telecom VAS platform administration: network design, Linux servers, DNS, VPN, firewalls, and technical support.

System Administrator -- Virtecha Solutions -- Jan 2010 -- Mar 2011

IT infrastructure administration for web and mobile application delivery platforms.

Network Engineer -- Texum Jordan -- Oct 2008 -- Mar 2010

Network engineering and IT services consulting.

TECHNICAL SKILLS

Cloud & Platform: AWS (EKS, ECS, Lambda, S3, Glue), Kubernetes, Docker, service mesh (Cilium), Backstage

Infrastructure as Code: Terraform, Terraform Cloud, AWS CDK, Ansible, Helm, Crossplane

Continuous Integration & Delivery: ArgoCD, Jenkins, GitHub Actions, GitLab CI, CodePipeline, CodeBuild, SonarQube, Agile/Scrum

Microservices & Architecture: microservices architecture, API gateways (Kong), event-driven patterns (Kafka), scalability, multi-account AWS, VPC design

Security & Compliance: PCI-DSS, NIST CSF, AWS Well-Architected, DevSecOps, Trivy, Grype, IRSA, KMS, IMDSv2, Keycloak, Vault

Observability & SRE: Prometheus, Grafana, Loki, Tempo, Pyroscope, OpenTelemetry, K8sGPT, HolmesGPT, CloudWatch, site reliability engineering, incident management, monitoring, alerting, SLIs/SLOs, Runbooks

AI & Developer Tooling: Claude, GitHub Copilot, K8sGPT, HolmesGPT, Stakpak, Python, AI-assisted workflows

Data & Integration: Kafka, AWS Glue, OpenSearch, AWS Transit Gateway, VPN, DNS

OS & Infra: Linux (Ubuntu, RHEL, CentOS), VMware, Ansible, Cisco ASA/PIX

CERTIFICATIONS

Certified Kubernetes Administrator (CKA) -- CNCF
AWS Certified Solutions Architect - Associate -- Amazon Web Services
AWS Certified Developer - Associate -- Amazon Web Services
AWS Certified SysOps Administrator - Associate -- Amazon Web Services
LPIC-1 and LPIC-2 -- Linux Professional Institute (2013)
SUSE 11 Technical Specialist -- Novell (2013)
Novell Certified Linux Administrator 11 -- Novell (2011)
Novell Data Center Technical Specialist -- Novell (2011)
Microsoft Certified Systems Engineer (MCSE) -- Microsoft (2009)
Microsoft Certified Systems Administrator (MCSA) -- Microsoft (2009)
Microsoft Certified Professional (MCP) -- Microsoft (2008)
Microsoft Certified Technology Specialist (MCTS) -- Microsoft (2008)
Cisco Certified Network Associate (CCNA) -- Cisco (2008)
IELTS -- British Council (2013)

EDUCATION

Bachelor of Science in Computer Science -- Princess Sumaya University for Technology (PSUT), Amman, Jordan -- 2008

SECURITY & COMPLIANCE

PCI-DSS (Banking, Open Banking): Aligned AWS and Kubernetes platforms with PCI-DSS expectations for cardholder data environments -- securing CI/CD, workloads, networking, and access paths for regulated financial services.

NIST Cybersecurity Framework (Banking, Enterprise): Applied NIST-aligned practices across identify, protect, detect, and respond -- hardening multi-account AWS estates, access controls, monitoring, and incident-ready operations.

AWS Well-Architected -- Security Pillar: Led Well-Architected reviews focused on identity, detection, infrastructure protection, data protection, and incident response -- paired with cost optimization across production estates.

Container & Cloud-Native Security (EKS, DevSecOps): Platform-wide controls for Kubernetes: IRSA for workload identity, KMS encryption, IMDSv2, External Secrets Operator, and pipeline-integrated image scanning (Trivy, K8sGPT).

Open Banking API Security (Financial APIs): Secured Open Banking traffic with Kong Hybrid Gateway -- OIDC, mTLS, and hybrid deployment patterns for regulated API exposure and third-party connectivity.

Infrastructure & Network Security (Telecom, Retail, Early Career): Built security foundations through firewall administration (Cisco ASA/PIX), VPN, DNS hardening, Linux hardening, patching, and secure multi-tenant hosting.

PROJECTS

ContainerGuard -- Unified container vulnerability scanning platform combining Gype and Trivy, generating auditable PDF security reports for engineering and audit teams. MIT License. github.com/rakanbakir/ContainerGuard

LANGUAGES

Arabic: Native | English: Fluent (IELTS Certified)
Nationality: Jordanian | Married with 2 children