



# Moustafa Harbi

Technical Team Lead / Senior Linux Engineer

Talented Senior Linux System Engineer with 13 years of experience diagnosing and resolving technical problems. Proven ability to troubleshoot and solve complex problems, lead large project groups, (re)design and implement intricate computing environments. Demonstrated initiative to learn new environments. Strong sense of "do it right the first time", meticulous attention to detail, and ability to communicate technical knowledge to peers and support personnel.

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## SKILLS

- Advanced Linux Administration
- Ansible
- Ansible Tower
- Containers
- Kubernetes
- OpenShift
- Git
- Zabbix
- Amazon EC2
- Amazon S3
- Red Hat Satellite
- Red Hat IdM
- OpenStack
- Red Hat Cluster
- Apache
- HAProxy
- Red Hat Gluster Storage
- Red Hat Virtualization
- Ceph Storage
- ELK Stack
- Nginx
- iSCSI, Multipathing
- DHCP
- Bind DNS
- SSL/TLS
- Postfix & Dovecot
- Squid Proxy
- FreeRadius
- LVM, RAID
- FTP
- GFS2
- Networking
- Red Hat Directory Server
- Iptables
- SELinux
- Security
- MySQL Administration
- PostgreSQL Administrator
- DC Infrastructure Design
- VMware vSphere/vSAN
- Mikrotik Router OS

## WORK EXPERIENCE

### Technical Account Manager

Red Hat

11/2019 – Present

*Achievements/Tasks*

- Performing technical reviews and sharing knowledge with customers to help preventing issues.
- Helping customers to use and adopt evolving technologies such as OpenShift and OpenStack.
- Working closely with customers to design and implement resilient infrastructure solutions.
- Advising and recommending different solutions to customers and help them to integrate them into their infra solutions.
- Understanding Customer's technical infrastructure, hardware, process and offerings and translating them into measurable business needs and goals.
- Performing initial or secondary investigations and responding to online and phone support requests.
- Delivering key portfolio updates and assisting customers with upgrades of their offerings.
- Managing customer cases and maintaining clear and concise case and customer documentation; craft customer engagement plans.
- Building a sense of trust with customers and serving as their advocate.
- Engaging with Red Hat's engineering teams to help developing solutions patterns based on customer engagements as well as personal experience that will guide platform adoption.
- Ensuring high level of customer happiness with each qualified engagement by translating business needs into goals and actions.

### Senior Solution Architect

Ministry of Interior

12/2016 – 10/2019

*Achievements/Tasks*

- Designed data center infrastructure for 3 DC's running in active/active/passive modes.
- Participated as core member in infrastructure upgrade project for many networks (MPLS, DWDM, DC network, VMware infra, DC & DMZ Security network).
- Implementation of OpenStack cloud with Ceph storage backend serving large scale 4G mobile network.

- Gathered the requirement and created business plans to extend MOI's service provider network to 13 new sites carrying 200 Gbps traffic to the backbone network.
- Reviewed and validated design documents and prepared transitions plans to integrate the new sites within the existing network.
- Installed and configured different technologies varies from Red Hat OpenShift, Red Hat Satellite, Red Hat Identity Management and Elastic Search clusters, VMware vSphere/vSAN and SP network routers, switches.
- Created NRFU documents and performed tests to ensure networks and Systems redundancy and availability to guarantee maximum availability and survivability against disasters.

## Technical Team Lead

### Ministry of Interior

02/2014 – 12/2016

*Achievements/Tasks*

- Managed and maintained more than 2300 Linux servers providing critical public safety services.
- Configured NFS Servers, Red Hat Directory Server, LDAP clients, disk-less clients and auto mounted the file-systems.
- Installed and maintained large number of HA clusters based on pacemaker software providing HA for different network services.
- Designed and implemented Red Hat Satellite (1 Satellite + 4 Capsules) and Red Hat IdM servers (5 masters distributed across 3 DC's).
- Upgraded and tested production, development and test Linux and Windows servers.
- Developed manuals and wrote technical documents for NAS and SAN storage systems.
- Played a key role to segment and effectively secured infrastructure including DC/LAN/WAN networks & securing servers and network devices like routers, switches and firewalls.
- Performed deployment activities, environment support including installation, configuration diagnostics, planning and upgrades for application servers.
- Developed advanced shell scripts & ansible playbooks to perform various system administration, maintenance and alerting tasks in an automated fashion.
- Planned and Implemented integration between Active Directory and Red Hat IdM (IPA Server) for centralized authentication, authorization and accounting policies for \*nix infra.

## Senior Linux Engineer

### Ministry of Interior

02/2012 – 02/2014

- Configured Kickstart PXE automated installations & Involved in configuring and Upgrading RHEL, Debian, SUSE operating systems.
- Involved in configuring and troubleshooting of multipathing and bonding on Linux Servers.
- Configured and administrated large scale Gluster storage providing ~60PB of shared storage serving state wise video surveillance solution.
- Designed and implemented Zabbix monitoring system to monitor more than 3000 devices using basic and advanced monitoring.
- Implemented virtualization using RHEV on HP and DELL Servers to provide more than 450 virtual servers.
- Developed scripts to automate administration tasks for customizing users' environment, performance monitoring and tuning with nfsstat, netstat, iostat, vmstat.
- Installed and administrated core network services including but not limited to DNS, DHCP, FTP, Apache, MySQL, Postfix, NFS, Samba.

## Other Work Experience:

### Linux System Engineer

Silminds.

12/2010 – 02/2012

### Linux Instructor

Master Linux LLC.

07/2007 – 11/2010

### Linux Instructor – Advanced Training

Mazadah LLC → Red Hat Certified Instructor

11/2014 – 08/2019

## EDUCATION

### Bachelor in Computer Science

Mansoura University, Faculty of Computers and Information Systems

09/2005 – 07/2009

Mansoura, Egypt

### Post Graduate Studies in Distributed Storage Systems

Mansoura University, Faculty of Computers and Information Systems

09/2011 – 07/2012

Mansoura, Egypt

## CERTIFICATES

### Red Hat Certified:

Architect (RHCA) – 2014  
Data Center Specialist (RHCDS) 2014  
Security Specialist (RHCSS) – 2013  
Virtualization Admin (RHCVA) - 2013  
Specialist in Red Hat Satellite – 2020  
Specialist in RedHat Ansible – 2019  
Specialist in Performance Tuning – 2014  
Specialist in Server Hardening – 2014  
System Administrator in OpenStack – 2014  
Specialist in Gluster Storage – 2014  
Specialist in Directory Services and Authentication – 2013  
Specialist in Clustering and Storage Management – 2013  
System Engineer (RHCE RHEL7) – 2014  
System Administrator (RHCSA RHEL7) – 2013  
Engineer (RHCE RHEL5) – 2011

### Cisco Certified:

Internetwork Expert (CCIE R&S) 2017  
Design Professional (CCDP) 2015  
Network Professional (CCNP R&S) - 2014  
Design Associate (CCDA) - 2015  
Network Associate (CCNA R&S) - 2014

CompTIA Linux+ Certified LPI-103/LPI-104 - 2017

## VOLUNTEER EXPERIENCE

### Founder

Arab Linux Community

03/2013 – Present

Online Linux community aiming to teach people about \*nix systems from

scratch to professional level.

Tasks/Achievements

- Taught basic and advanced Linux administration topics (core skills, clustering, virtualization, identity management, security, ...) to thousands of students across the middle east and north Africa regions.

### Contributor and Presenter

Computer Assistant Team (CAT Reloaded)

02/2008 – 02/2011

Tasks/Achievements

Mansoura, Egypt

- Presented and taught many sessions to help university students with their first steps with the open source world.
- Provided technical training for Linux system administration.

References available upon request.