ABDIHAKIM SAID

Senior Site Reliability Engineer & Multi-Cloud AI Integration Specialist

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PROFESSIONAL SUMMARY

Senior Site Reliability Engineer and Multi-Cloud AI Integration Specialist with **4+ years** of experience architecting and maintaining ultra-reliable, AI-powered systems across **AWS, Azure, Google Cloud, and OpenAI** platforms. Proven track record of maintaining **99.96% average uptime**, reducing **MTTR from 45 minutes to 4.2 minutes**, and delivering over **£4.5M in combined cost savings**. Specialized in healthcare technology with deep expertise in **GDPR, NHS Digital Standards, and HIPAA compliance**. Successfully led digital transformation initiatives serving **500K+ concurrent users** and **10,000+ daily patient interactions** with **zero security incidents**.

KEY ACHIEVEMENTS

🏆 Architected enterprise healthcare AI platform serving **10,000+ daily users** with **99.94% uptime**

🏅 Delivered **£4.5M+ in combined cost savings** through intelligent multi-cloud optimization

⚡ Achieved industry-leading **MTTR of 4.2 minutes** through automated incident response

🛡 Maintained **zero security incidents** across 8+ months of production operations

📊 Reduced infrastructure costs by **63% (£1.2M+ annual savings)** at Moorfields Eye Hospital

🚀 Led DevOps transformation achieving **99.97% uptime during Black Friday** (10x traffic spike)

TECHNICAL EXPERTISE

🌐 Multi-Cloud Platforms & AI Integration

AWS: Lambda, DynamoDB, S3, CloudWatch, API Gateway, Cognito, Polly, Translate, EKS, EC2, RDS, Route 53, CodeBuild, CodePipeline
Azure: AI Speech Services, Cognitive Services, AKS, Virtual Machines, Blob Storage, Functions, Logic Apps
Google Cloud: Vision AI, Cloud Storage, GKE, BigQuery
OpenAI: GPT-4, Assistant API, Function Calling, Amazon Bedrock

⚡ Site Reliability Engineering

Monitoring: Prometheus, Grafana, CloudWatch, X-Ray, ELK Stack, Application Insights
Incident Response: Automated runbooks, Intelligent alerting, Post-incident reviews
Reliability: SLI/SLO, Error Budgets, Chaos Engineering, Distributed Tracing
Performance: MTTR reduction, Capacity planning, Load testing

🔒 Security & Compliance

UK/EU: GDPR, NHS Digital Standards, Data Protection Act 2018
Healthcare: HIPAA, Clinical Risk Management (DCB0129/DCB0160)
Security: ISO 27001, Zero-trust architecture, DevSecOps
Tools: SonarQube, OWASP, Trivy, Azure Security Center, GuardDuty, IAM, IRSA

🚀 Infrastructure & DevOps

Container Orchestration: Kubernetes (EKS/AKS/GKE), Docker, Microservices
Infrastructure as Code: Terraform, CloudFormation, ARM Templates
CI/CD: GitHub Actions, Azure DevOps, Jenkins, AWS CodePipeline, ArgoCD
Configuration Management: Ansible, PowerShell, Bash scripting

💻 Programming & Automation

Languages: Python, PowerShell, Bash, YAML, JSON
Version Control: Git, GitHub, GitLab, Azure DevOps
Operating Systems: Linux (Red Hat, Ubuntu), Windows Server
Databases: Azure SQL, RDS, DynamoDB, Cosmos DB

📊 Data & Analytics

Real-time Analytics: DynamoDB Streams, AWS Lambda, Google BigQuery
AI/ML Services: Azure AI Language, Sentiment Analysis
Data Pipelines: Event-driven architecture, Serverless processing
Business Intelligence: Custom dashboards, Real-time reporting

PROFESSIONAL EXPERIENCE

Senior Site Reliability Engineer & Multi-Cloud AI Integration Specialist
Luul Solutions Ltd | March 2022 - Present | London, UK

🏥 HealthHub Multi-Cloud AI Healthcare Platform (February 2025 - August 2024)

- Architected enterprise healthcare platform serving **10,000+ daily users** with **99.94% uptime** exceeding SLA requirements
- Delivered **£2.3M annual cost savings** through intelligent multi-cloud optimization across AWS, Azure, Google Cloud, and OpenAI
- Achieved industry-leading **MTTR of 4.2 minutes** through automated incident response and comprehensive monitoring
- Built fault-tolerant serverless backend (7 microservices, 50,000+ daily requests, 99.99% availability)
- Implemented chaos engineering reducing system failures by 85% with zero security incidents across 8+ months
- Integrated OpenAI GPT-4, Azure Speech Services, Google Vision AI achieving **99.8% API reliability**
- Maintained full GDPR and NHS Digital compliance with automated audit trails and real-time monitoring

🛒 CloudMart AI-Driven Multi-Cloud E-Commerce Platform (March 2022 - January 2024)

- Led complete DevOps transformation of legacy monolithic system to **multi-cloud, AI-powered microservices architecture**
- Achieved **$2.25M monthly profit increase** by reducing 500-person support team to 50 AI supervisors through 90% automation
- Delivered **99.97% uptime during Black Friday** peak handling 10x traffic spike with 500K+ concurrent users
- Implemented **70% faster deployments** (from days/weeks to hours) via automated CI/CD pipelines using GitHub Actions, AWS CodeBuild, and CodePipeline
- Built real-time data pipeline using **DynamoDB Streams → AWS Lambda → Google BigQuery** enabling data-driven decision making
- Integrated AI assistants (OpenAI & Amazon Bedrock) automating 90% of customer support inquiries with 24/7 response capability
- Implemented Azure AI Language for sentiment analysis tracking customer satisfaction in real-time
- Enforced comprehensive DevSecOps practices: IAM roles, IRSA, Trivy scans, and centralized secrets management
- Migrated from monolithic architecture to containerized microservices using Docker & Kubernetes (Amazon EKS)
- Provisioned multi-cloud infrastructure across AWS, Azure, and GCP using reusable Terraform modules

🚀 Core SRE & Infrastructure Achievements

- Maintained **99.96% average uptime** across 15+ production services over 3+ years with comprehensive monitoring
- Reduced **MTTR from 45 minutes to 4.2 minutes** through automated runbooks, intelligent alerting, and incident response automation
- Established comprehensive SLI/SLO/Error Budget methodology improving service reliability metrics by 65%
- Containerized microservices for 3+ development teams using Kubernetes (EKS/AKS/GKE) achieving 20% cost reduction
- Designed resilient multi-cloud architectures with 99.99% cross-region failover and disaster recovery capabilities
- Implemented Infrastructure as Code using Terraform with 95% automation coverage and remote state management
- Built CI/CD pipelines with automated testing and security scanning achieving 99.5% deployment success rate
- Led 50+ post-incident reviews (PIRs) implementing 200+ reliability improvements and establishing blameless culture
- Mentored 8+ engineers on SRE practices, monitoring strategies, and cloud-native architecture patterns
- Drove cultural transformation from traditional IT operations to modern DevOps and Agile practices

Cloud Engineer & Healthcare Infrastructure Specialist
Moorfields Private Eye Hospital | February 2021 - March 2022 | London, UK

- Conducted comprehensive AWS infrastructure audit delivering **63% quarterly cost reduction (£1.2M+ annual savings)** through intelligent resource optimization
- Architected GDPR and NHS Digital Standards compliant infrastructure supporting **5,000+ daily patient records** with **99.9% uptime**
- Developed enterprise-grade Terraform modules from scratch for healthcare-specific AWS components, reducing deployment time by 30%
- Built robust multi-AZ disaster recovery architecture using VPC, subnets, Route 53, ELB, and Auto Scaling Groups ensuring **99.95% availability**
- Optimized AWS API Gateway and CloudFront CDN achieving 40% performance improvement for patient portal applications
- Established centralized Terraform state management in S3 with DynamoDB locking ensuring consistency across 15+ healthcare applications
- Implemented comprehensive security controls achieving **ISO 27001 compliance** and passing all NHS Digital security assessments

System Administrator & IT Infrastructure Specialist
Chelsea & Westminster Hospital | March 2020 - February 2021 | London, UK

- Successfully maintained **99.9% uptime** for critical hospital IT systems, ensuring uninterrupted access to patient records and hospital management systems
- Implemented advanced security protocols and regular audits, reducing security incidents by 30% and ensuring compliance with healthcare regulations
- Led IT infrastructure upgrade project including servers and network equipment, resulting in **40% increase in system performance** and reliability
- Optimized resource allocation and implemented virtualization technologies, leading to **20% reduction in IT operational costs**
- Developed and tested comprehensive disaster recovery plan, reducing potential downtime in the event of system failure
- Managed critical healthcare systems supporting 1,000+ staff members and 50,000+ patient records annually

EDUCATION & CERTIFICATIONS

BSc Computer Science
University of Greenwich, London, UK | 2016-2019

Relevant Coursework: Software Engineering, Data Visualization, Business Intelligence, Digital Marketing, Time Series Analysis & Forecasting

Professional Certifications:
• AWS Certified Solutions Architect

- Azure DevOps Engineer Expert
- Kubernetes Certified Administrator (CKA)

PROJECTS & PORTFOLIO

🌟 HealthHub Enterprise Platform

GitHub: github.com/abdihakim-said/healthhub-enterprise-platform

Multi-cloud AI healthcare platform demonstrating advanced SRE practices, AI integration, and healthcare compliance. Features comprehensive documentation, architecture diagrams, and production-ready Infrastructure as Code implementations showcasing enterprise-scale reliability engineering.