



Eid Abokor

Platform Engineer

✉ abokoreid1@yahoo.com  linkedin.com/in/eid-abokor-6733911a1  github.com/EidAbokor1

Profile

DevOps/Platform Engineer with experience supporting production AWS environments, Kubernetes platforms, and infrastructure automation. Currently working at AWS supporting distributed cloud infrastructure, troubleshooting EKS and on-premises Kubernetes workloads, and developing Python automation solutions. Experienced with Terraform, CI/CD, GitOps, monitoring, and cloud-native technologies. Passionate about building reliable, scalable platforms that reduce operational toil and improve developer productivity.

Professional Experience

Systems Engineer, Amazon Web Services (AWS) 11/2025 – Present
Reading, UK

- Supported and troubleshoot containerised workloads running on Amazon EKS and on-premises Kubernetes platforms, investigating pod failures, application connectivity issues, and deployment-related incidents.
- Assisted with Kubernetes operational support including deployments, services, ingress configurations, logging, and cluster health monitoring.
- Worked with AWS services including EC2, IAM, VPC, Route 53, CloudWatch, S3, and EKS to support production infrastructure and platform services.
- Owned operational support activities for critical S3 service infrastructure, monitoring platform health and supporting incident resolution.
- Automated operational tasks using Python and Bash, reducing manual effort and improving engineer productivity.
- Collaborated with engineering teams to diagnose and resolve infrastructure and application issues across cloud and container platforms.
- Supported incident response activities, performing troubleshooting, root cause analysis, and implementing corrective actions to improve platform reliability.
- Contributed to a Python-based self-service platform used by data centre teams to automate maintenance workflows and infrastructure operations.
- Contributed to the design and planning of a capacity verification automation tool used to streamline fleet health and capacity checks.
- Utilised monitoring and observability tooling to investigate service health, platform alerts, and performance issues.
- Participated in infrastructure improvements focused on scalability, reliability, security, and operational excellence.
- Worked within Agile environments using Git-based workflows, CI/CD pipelines, and infrastructure automation practices.

IT Support Engineer, University of Salford 02/2023 – 10/2025
Manchester, UK

- Supported hybrid infrastructure across Microsoft Azure and on-premises platforms
- Worked alongside infrastructure teams supporting cloud services, virtual machines, networking, and identity management
- Assisted with infrastructure deployments using Azure DevOps pipelines and Bicep templates
- Supported Active Directory, Azure AD, DNS, networking, and user access management
- Performed troubleshooting across cloud and on-premise environments
- Collaborated with infrastructure and security teams to improve operational processes
- Created technical documentation, operational procedures, and knowledge base articles

Key Projects

Production-Grade EKS Platform with GitOps & Observability

- Built a Python/Flask application that queries the Kubernetes API to provide live cluster health visibility using RBAC-scoped service accounts.
- Deployed a production-grade EKS platform across three availability zones using Terraform, EKS, IAM, and IRSA.
- Implemented ArgoCD GitOps workflows with GitHub Actions OIDC authentication and automated image deployments.

- Configured cert-manager, ExternalDNS, ingress, TLS automation, and secure networking controls.
- Implemented Prometheus and Grafana for monitoring, alerting, and observability.
- Integrated Checkov and Gype security scanning into CI/CD workflows.

Production-Grade ECS Platform with Infrastructure Automation 📌

- Deployed a containerised feedback platform on ECS Fargate across multiple availability zones.
- Provisioned AWS infrastructure using Terraform including ECS, RDS, ALB, ACM, Route 53, SES, and Secrets Manager.
- Implemented GitHub Actions CI/CD pipelines using OIDC authentication and zero stored credentials.
- Designed secure networking using private subnets, security groups, and least-privilege IAM access.
- Configured Route 53 and ACM to provide automated DNS and TLS management.

Technical Skills

Cloud Platforms

AWS, Azure

Infrastructure as Code

Terraform, AWS CloudFormation, AWS CDK, Ansible

Container Orchestration

Docker, Kubernetes, Helm

CI/CD & Source Control

Git, GitHub Actions, ArgoCD, Azure DevOps

Programming & Scripting

Python, Bash

Monitoring & Observability

CloudWatch, Prometheus, Grafana

Security & Compliance

IAM, OIDC, AWS Secrets Manager, HashiCorp Vault, Checkov, Trivy, vulnerability scanning, security posture management, least-privilege access controls

Networking

TCP/IP, DNS, Routing, Load Balancing, Firewall, VPC Networking

Operating Systems

Linux (Ubuntu, Debian, Amazon Linux), Windows Server

Education & Certifications

BSc (Hons) Computer Networks, *University of Salford*

- Upper Second-Class Honours (2:1)

2018 – 2022

Manchester, UK

Certifications

AWS Certified Cloud Practitioner

Amazon Web Services

AZ-900: Microsoft Azure Fundamentals

Microsoft Certified

CoderCo DevOps Career Accelerator

In Progress (Focus: Kubernetes, Terraform, AWS, CI/CD, GitOps, Platform Engineering)