

Amr Zain

Infrastructure & Virtualization Engineer · VMware · Backup & DR · Security Operations

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Arabic (native) · English (professional working proficiency)

10+ YEARS EXPERIENCE	16+ COMPANIES ONBOARDED	455 DOCUMENTED ACTIVITIES	32 PLATFORMS & PRODUCTS
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The headline

I own the infrastructure layer on my own — VxRail, backup, Windows and Linux at OS level — for a managed-services estate of five datacentres. My colleagues own network and applications; the layer underneath them is mine.

— what the job actually is, day to day.

10+ years building and running private cloud on VMware — vSphere, NSX, vSAN, VxRail and the vRealize/Aria suite — on Cisco UCS, Dell PowerEdge and Nutanix hardware, with the backup and disaster-recovery layer underneath it. Three of those years ran a bank's private cloud — **3,000+ VMs across eight vCenters**, onto which **16+ tenant companies** were onboarded; the current role is the infrastructure layer of a five-datacentre managed-services estate.

The current role also carries the **security layer, hands-on**: credentialed Tenable Nessus scans built and run directly, with findings closed across whole fleets by scripted remediation written in-house; Microsoft Defender for Endpoint and Splunk SIEM coverage proven by triggering live test events and counting what arrives, rather than accepted because the software is installed. It has also meant building the isolated environment for a ransomware assessment, designing and standing up a two-tier internal PKI, and setting up a two-source baseline for reconciling EDR-side and scanner-side vulnerability data.

The pattern that repeats across the work is not button-clicking: it is taking a fault down to the layer where it actually lives — a driver and firmware pairing, a certificate chain, a Fibre Channel fabric login, a systemd override, a partition setting in BIOS — and carrying it through with the vendor until it is closed.

Technical skills

VIRTUALIZATION

VMware vSphere 6.5–8.0.3ESXiNSX-TvSANVCFVxRailSRMNutanix AOS / Prism CentralvRealize / Aria SuitevRAvOpsvRLIvRNI

SECURITY & COMPLIANCE

Tenable Nessus (credentialed scanning)Microsoft Defender for Endpoint (EDR)Defender XDR hunting (KQL)Splunk / SIEMVulnerability remediationPrivileged access (CyberArk / PAM)PKI / AD CSLinux & SSH hardeningAudit policy & log forwardingCredential rotation & offboardingSecurity alert investigationRansomware assessment environment

CLOUD PLATFORMS

VMware Cloud Director (vCD)Private cloud deploymentSDDC implementationHyper-VHuawei FusionComputeVpsie Private CloudOracle Cloud InfrastructureGoogle Cloud ConsoleRed Hat OpenShift VirtualizationKubernetes

HARDWARE

Cisco UCS M5 / M6 / M7Cisco UCS-XDell PowerEdge MX750cDell MX7000 chassisiDRAC / OpenManagenutanix NX-8150-G8HPE SynergyCisco IntersightLenovo XClarity

STORAGE & BACKUP

Veritas NetBackupNetBackup Flex appliancesDell PowerProtect DataDomainDell PowerProtect Data ManagerVeeamRubrikDell RecoverPoint (RP4VM)HPE 3PARIBM Storwize v7000IBM SVC / Spectrum Virtualize

OS & MIDDLEWARE

RHEL / CentOSUbuntuWindows ServerHyper-VKVMsystemdActive Directory integrationGroup PolicyRed Hat Satellite

NETWORKING

SDN NSX F5 BIG-IP Dell OS10
Brocade / MXG610s FC fabric
CCNA Security

MONITORING & AUTOMATION

vRealize Automation vROps
OpenText Server Automation (Opware)
Red Hat Ansible PowerCLI PowerShell
Python Splunk
ManageEngine OpManager SCOM
HP NNM CACTI

WAYS OF WORKING

Team leadership
Vendor case management
Problem solving Requirements gathering
SOPs & runbooks Incident reports
Cross-functional collaboration

Work history

Expert Engineer — MSP Infrastructure

e& UAE / Business

Dubai, UAE · Feb 2026 – Present

- Sole infrastructure engineer for the managed-services estate on a team of roughly seventy: **five vCenters across five datacentres on Dell VxRail and vSAN**, Dell PowerProtect Data Manager with two Data Domain appliances, and a mixed RHEL, Ubuntu and Windows guest estate. Everyone else on the team is network or application.
- **Reclaimed roughly 136 TB of backup capacity and cleared a critical space alert on both appliances**, then rebuilt the whole backup schedule into an overnight window that verified clean on its first night: 41 job groups, zero failures.
- **Restored a datacentre-wide file transfer service that had been down twelve days** and was being chased as a network fault because the host still answered ping — the service was failing its own configuration test on one line — then hardened every vendor account on it to no-login, chrooted, least-privilege, and audited 218 Linux machines to prove the blast radius.
- **Ended a five-hour management war room over a suspected brute-force attack** — a hardening change had broken monitoring, and monitoring was retrying with a bad credential — then removed the class of alert entirely by moving hardware monitoring out-of-band.
- **Ran the estate's security and compliance work end to end** — endpoint detection and log forwarding taken to full coverage across two platforms, estate-wide privileged credential rotation across five vCenters and 89 Linux hosts, a 90-access-point administrator offboarding completed and verified in one evening, and vulnerability-assessment remediation on the RHEL, Ubuntu and Windows estates.
- **Proved security controls work rather than accepting that they are installed** — on a 36-machine edge platform, endpoint detection brought to 36 of 36 healthy and log forwarding from 0 to 36 of 36; a SIEM outage that silenced 36 log sources localised to the indexing tier with the evidence preserved; a five-month hypervisor syslog stall traced to a collector's default limit of ten concurrent connections.
- **Automated the job so one engineer can cover five datacentres** — PowerShell written in-house sweeps vCenter alarms against a documented baseline, cluster and datastore capacity, backup and snapshot state, and hardware health both in-band and out-of-band across all five vCenters, plus guarded snapshot cleanup and an automated vendor upgrade-bundle check.
- **A month-by-month record of this work is on the full details page** — described without customer identifiers, by design.

SysAdmin Engineer — Private Cloud Team

Bank Misr

Cairo, Egypt · Mar 2023 – Jan 2026

- **Ran a private-cloud estate of 3,000+ virtual machines across eight vCenters** — the main production vCenter alone carried **2,165 VMs on 75 ESXi hosts in 6 clusters**, beside separate DR, Nutanix, VxRail and Cisco Call Manager environments and an Oracle Cloud footprint in Saudi Arabia.
- **Team lead for 8 engineers** (four on the Dell fleet, four on Lenovo) running the bank's branch-server estate — **896 servers, one in every branch**: hardware faults, remote management over iDRAC, spares and vendor escalation.
- Onboarded 16+ companies to the private cloud, ensuring seamless migration, HA, backup and disaster recovery.
- **Owned the estate's recurring infrastructure inventory and capacity reporting** — RVTools exports (VM, datastore, HBA, CPU) plus VLAN, WWN, tag and custom-attribute registers, feeding cluster utilisation reviews, power-off candidates, high-CPU hotspots and DNS-expiry checks after each expansion.
- **Ran firmware and driver lifecycle on the Dell MX7000 blade estate at both sites with Dell ProSupport** — BIOS, iDRAC, chassis, MX9116n fabric and MXG610s Fibre Channel switches, sequenced so the redundant path stayed up while each switch rebooted, and raised as a formal change against published vulnerabilities.

- **Ran the Cisco UCS X-Series estate through Intersight** — server profile templates and identity pools for a new big-data server group, fabric VLAN policies, 39 out-of-sync server profiles redeployed after moving workloads off with vMotion, and the on-premises Intersight appliance upgrade.
- **Kept the DR layer working** — Dell RecoverPoint for VMs protection, upgrade planning against licence capacity and replication outages worked through with Dell; a DR Veritas NetBackup Flex appliance recovered from an unreachable console; PowerCLI checks built into the DR orchestration platform.
- **Prepared and ran platform upgrades with the vendors** — Nutanix Prism Central on an offline site (compatibility, health checks, staged bundles, failed prechecks worked through), Dell VxRail (VxVerify blockers on BIOS and NIC firmware worked through, bundle checksum and backup verified) and a three-node VMware Aria Automation cluster to 8.18.1.
- **Security and audit** — represented the virtualization team in an external IT audit (VLAN segregation, role-based access through Active Directory, HA, DR evidence), hardened vCenter SSH ciphers against a scan finding, and built a DISA STIG-hardened RHEL 9 golden image for Oracle Cloud.
- **A month-by-month record of this work is on the full details page** — every entry taken from the systems as they were at the time.

Service Infrastructure Assurance Engineer

Target Telecom

Giza, Egypt · 2020 – 2023

- Managed HPE blade servers, VMware / Hyper-V / KVM virtualization and SAN storage (HPE 3PAR, IBM v7000).
- Managed Google Cloud Console; repaired and maintained Dell PowerEdge servers.
- Provided 24/7 support for OSS tools, troubleshooting network and system issues and liaising with vendors.
- Automated workflows using HP Network Automation and monitored performance via CACTI and F5 BIG-IP.

Data Center Engineer

El-Araby Group

Cairo, Egypt · 2017 – 2020

- Deployed hardware and operating systems, managed Hyper-V clusters, and implemented SCOM and Veeam for monitoring and backup.
- Resolved infrastructure incompatibilities and acted as on-call escalation support.
- Deployed Dahua surveillance servers managing more than 9,000 cameras.
- Implemented an IBM GPFS tracking system for all tracks, cars and buses, monitored in real time.
- Installed a Honeywell mobile barcode-scanner system with a custom SIM solution from Vodafone and Etisalat to track goods across moving vehicles and warehouses.

Education & certifications

EDUCATION

B.Sc. Computer Science Engineering
Faculty of Electronic Engineering
Menoufia University, Egypt

2012–2017

LANGUAGES

Arabic

Native

English

Professional working proficiency

CERTIFICATIONS

VMware Certified Professional (VCP)

2024

Red Hat Certified System Administrator (RHCSA)

2022

MCSE: Server Infrastructure

2019

CCNA Security

2018