

Mohamed Hassan Abodonia

Senior Application Support Engineer

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PROFESSIONAL SUMMARY

Senior Application Support Engineer working across business-critical applications, APIs, microservices, databases and infrastructure. Investigates production incidents through logs, metrics and SQL; builds observability dashboards and operational automation. Background in software engineering, enterprise automation and data migration, with prompt engineering and AI-assisted development as supporting capabilities.

CORE SKILLS

Production support: L2/L3 application support, incident investigation, root cause analysis, API troubleshooting, middleware, microservices, performance investigation.

Observability: Grafana, Loki, Prometheus, ELK, Kibana, monitoring, alerting, log analysis.

Engineering and automation: Python, Node.js, Express, React, JavaScript, TypeScript, UiPath, C#, VB, AWS Lambda, prompt engineering, AI-assisted development.

Data and infrastructure: SQL, PostgreSQL, data analysis, migration, validation, reconciliation, Docker, Kubernetes.

PROFESSIONAL EXPERIENCE

Senior Support Engineer | Cyshield | January 2026 – Present

- Lead L2/L3 production investigations across applications, APIs, microservices, middleware, databases, Kubernetes and infrastructure.
- Perform root cause analysis using Grafana, Loki, Prometheus, application logs, API behavior, system metrics and SQL/PostgreSQL.
- Build dashboards, alerts, monitoring solutions and internal tools; automate operational reporting and workflows with Python and SQL.
- Lead data migrations involving transformation, validation, reconciliation, batch processing, concurrency and performance tuning.
- Recommend application, database and architecture improvements; collaborate with engineering, DevOps, DBA, infrastructure and network teams and provide technical knowledge transfer.

Support Engineer | Cyshield | September 2023 – January 2026

- Supported business-critical applications and investigated issues across APIs, middleware, databases and infrastructure.
- Analyzed application logs, SQL queries, API behavior and system metrics to identify root causes using Grafana, Loki, Prometheus, Kibana and ELK.
- Developed Python and SQL scripts, reports and internal tools to automate operational tasks.
- Supported deployments, production changes and post-release validation in collaboration with technical teams.

PROFESSIONAL EXPERIENCE — CONTINUED

AI & Automation Engineer | _VOIS | July 2021 – October 2023

- Developed enterprise business-process automation using UiPath, Node.js, Python, C# and VB across requirements, design, implementation and support.
- Integrated automation workflows with external services and AWS Lambda functions.
- Translated requirements into technical designs with business analysts and solution architects; performed unit and integration testing and supported DEV, UAT and production deployments.
- Built Kibana dashboards and analytics logs; provided troubleshooting, hypercare and knowledge transfer after deployment.

EARLIER EXPERIENCE

Delivery Hero — Back Office Agent | July 2019 – May 2020. Operational case resolution and follow-up.

IBM — Internship Trainee | July – August 2018.

Dozzan — Wordpress Developer | June – September 2017.

SELECTED PROJECTS

SQL-to-PostgreSQL Data Migration — Sanitized Overview

Contributed to a team SQL-to-PostgreSQL migration and its Python console for migration control, monitoring, report generation, field and data mapping, transformation and performance tuning. The workflow separates extraction, preparation, staging, execution, repair and reconciliation. Business identifiers, records and operational metrics are omitted.

Deployment & Infrastructure Platform — Sanitized Overview

Repository owner and engineering contributor to a React/TypeScript operator interface with a Python/FastAPI and PostgreSQL backend. Reviewed implementation includes deployment workflows, backend role enforcement, live feedback and retained operational records. Stack includes Docker, SQLAlchemy and WebSockets. Private repository; no production impact or execution results claimed.

SA7BY — Egyptian Virtual Assistant | Graduation Project

Developed an Android graduation project using Egyptian-dialect speech recognition and NLP intent processing to select device actions such as setting alarms, opening applications, making calls and searching. Technologies: TensorFlow, Android, Google Speech Recognition API, Retrofit, Flask, Facebook SDK, Firebase and Python 3.7.

CERTIFICATIONS

Cloud Intro; Blockchain Intro; Xamarin Android - A Master Guide to App Development in C#; Speech Recognition Systems; RPA Developer Foundation Certificate

EDUCATION

Helwan University Cairo — Bachelor's degree, Computer and Information Sciences | 2015 – 2019

LANGUAGES

Arabic: Native or bilingual proficiency | English: Professional working proficiency