MAHA HAMZA



Software And Information Systems Engineer

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Ras Jebel Bizerte, Tunisie

SUMMARY

Software and Information Systems Engineer with strong **full-stack and DevOps experience**, delivering **end-to-end** web solutions from system design to production. I work across frontend, backend, cloud infrastructure, and deployment, translating real business needs into reliable, scalable systems. Hands-on, solution-oriented, and continuously improving through modern technologies and real-world production environments.

EDUCATION

TEK-UP, Private University of Technologies

Computer Engineering Program
2019 – 2022

Carthage University, Higher Institute of Applied Sciences and Technology (ISSAT)

Bachelor's Degree in Networks and Telecommunications
2016 – 2019

High School NOUVEAU Ras Jebel

Bachelor of Science in Computer Science(Baccalauréat Informatique)
2016

SKILLS

- Containerization and orchestration expertise with **Kubernetes/Docker**.
- Proficient in Infrastructure as Code (**IaC**) using **ArgoCD**.
- Skilled in implementing and managing monitoring tools like **Grafana** and **Prometheus**.
- Experience in building and deploying applications using **AWS** services/**GCP**.
- Utilization of **Jenkins**, **Gitlab**, and **Github Actions** for continuous integration(**CI**).
- Troubleshooting network issues encompassing **TCP/IP**, **DNS**, and **HTTPS**.
- Proficient in **GIT** for version control and collaborative development.
- Database management across diverse platforms(**PowerBI**, **MySQLWorkbench**,NoSQL)
- Programming languages: **JavaScript**, **Python**, **Java**, **PHP**,**Spring Boot**, **Angular**, **.NET Razor C#**
- Cloud Services: Azure **Serverless Functions**, Azure **Logic** Apps, Azure **Document** Intelligence, Azure **AI**
- Data Collection & Automation: **Octoparse** ,**parsehub**
- **CRM** & Microsoft **Dynamics 365**: Microsoft Dynamics 365 (Sales CRM), FetchXML, **Microsoft Graph**

PROFESSIONAL EXPERIENCE

Full Stack and DevOps Engineer

Scriptplus GmbH Germany | 02/2024 - Present

- Designed and operated **Azure cloud infrastructure** (App Services, VMs, Functions, Logic Apps).
- Developed **full-stack web applications**, including a recruiting platform (Octoparse, MySQL).
- Built **automation workflows** with **Azure Logic Apps** and **Azure OpenAI** (ChatGPT Studio).
- Implemented **Azure Document Intelligence** with **SharePoint** integration.
- Configured **Azure Entra ID / App Registrations** and secure API access.
- Managed **production deployments** (DNS, SSL/TLS, custom domains).
- Migrated email data using Netcup IMAP Sync to ensure consistency across servers and Configure **DKIM / DMARC.**
- Developed **.NET C# plugins** for **Microsoft Dynamics 365** using **Microsoft Graph API**.
- Delivered an **Azure-hosted** enterprise property-management solution, integrating Dynamics 365, CRM plugins, and **Power Apps (Canvas Apps).**
- Acted as solution architect, **translating** business needs into system design and technical decisions.
- Defined and **implemented** the full-stack **architecture** and technology **stack** (.NET, Spring Boot, Angular, Azure, WordPress, Netcup).
- Owned the **end-to-end** delivery **lifecycle**: design, development, deployment, and production operation.
- Ensured **production** stability, monitoring, and post-deployment support.
- Designed an AI-assisted Service Desk automation using **ERPNext**, **n8n**, and Azure **OpenAI** with synchronized issue–task lifecycle management.

CERTIFICATIONS

- Scrum & Agile Real Life Practice – Udemy
- Public Speaking/Speech – Udemy
- Introducing to Consulting – Udemy
- Azure Serverless Functions and Logic Apps – Udemy
- Azure AI-050: Generative AI Solutions with Azure OpenAI – Udemy
- Become An Expert At Microsoft Dynamics 365 For Sales (CRM) – Udemy
- .NET Core MVC - The Complete Guide 2024 [E-commerce] [.NET 8] – Udemy
- Master the Mainframe 2020 - Level 3 (01/2021)

I**BM Etats-Unis -** Zowe ,Ansible, COBOL, DFSMS, Docker, REXX ,Systems Programmer, TSO, VSAM, YAML , Bash, JCL, MVS Commands, Programming Python , z/OS, z/OS UNIX, Zowe

- Scrum Foundation Professional Certificate (12/2020- 01/2021)

CertiProf - Diploma ID: 53961668

- Java Certification (05/2020-01/2021)

SOLOLEARN

ACADEMIC PROJECTS

Integrated Android/Firebase Project

03/2021 - 05/2021

Developed a mobile application available on the Play Store that provides hospital functionalities without the need for physical presence, addressing the critical situation of Covid-19.

Integrated Asp.Net Project

03/2021- 05/2021

- Development of a web application that presents online offers for tourist guides, hotels, public transportation, restaurants, etc.

Integrated Spring Boot/Thymeleaf Project

12/2020- 02/2021

- Design and implementation of a web application for organizing a restaurant and managing clients.

Integrated Php Framework Symfony Project

12/2020- 02/2021

- Development of a web application for online management of LaRose Hotel, offering standard hotel functionalities.

Integrated JavaEE /Java Swing Project

12/2019- 01/2020

- Development of a Swing-based banking application dedicated to cashier staff and clients with active bank accounts.

Implementation of a private cloud based on OpenNebula

12/2019- 01/2020

- Establishment of a private cloud based on OpenNebula

DevOps Engineer

ViaMobile Tunisie | 08/2022 - 02/2024

- Hosting websites on the server, securing them by implementing and configuring an SSL certificate (HTTPS), and granting access rights to the site content.
- Setting up DNS and sub-DNS configuration. Test the code in the Pre-Prod stage, deploy it on dedicated services for partners, and move it to production.
- Docker containerization of projects using a CI/CD pipeline via Github Actions.
- Administered the FortiGate interface (Monitoring) for user management and mapping client IP addresses to the company's IP.
- Established Site-to-Site VPN connections, implemented master- slave database synchronization for reporting purposes, and deployed an SFTP server for seamless file transfer with partners.

Internship as a DevOps Engineer

Ooredoo Tunisia| 02/2022 - 06/2022

'Final Year Project: Deployment of a cloud-native architecture on a new Kubernetes cloud platform, including monitoring and centralized log management.'

Internship - Software Development Engineer

INNOVUP | 07/2021 - 08/2021

'Development of a mobile application for hunters using React Native and Firebase.'

Internship as a Network and Telecommunications Technician

Ooredoo Tunisia| 02/2019 - 05/2019

‘Final Year Project: Implementation of a Private Cloud and IT Support using the IaaS Cloud solution based on OpenStack.’

Internship as an Assistant Computer Engineer

Tunisia Télécom (TT)| 07/2018

‘ADSL Configuration, GIS, WKS, VDSL CPE Programming, PLA Network Architecture, UGA Applications. ’