

OMAR REZK

Staff Systems Engineer | Infrastructure, Hybrid Cloud & Automation

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PROFESSIONAL SUMMARY

Staff Systems Engineer specializing in enterprise infrastructure, hybrid cloud, identity management, and operational automation. Experience across enterprise technology, consulting, and regulated government environments, with responsibility for platform migrations, complex incident resolution, and critical application reliability. Combines hands-on systems engineering with Python, PowerShell, and API-driven automation to reduce manual effort, strengthen operations, and support infrastructure at scale.

TECHNICAL SKILLS

Infrastructure and cloud: VMware vSphere, ESXi, vCenter, Proxmox, Windows Server, Microsoft Azure, Linux migration control nodes.

Identity and security: Active Directory, Microsoft Entra ID, Azure AD Connect, Microsoft 365, Group Policy, privileged access management, Kerberos, SAML, identity federation.

Automation and development: Python, PowerShell, Ansible, Salt, n8n, FastAPI, SQLite, API integrations, AI-assisted operational workflows.

Reliability and operations: Grafana, Elastic/ELK, monitoring and alerting, incident response, disaster recovery runbooks, endpoint hardening, patch management, DNS, DHCP.

PROFESSIONAL EXPERIENCE

Staff Systems Engineer | Epsilon

Irving, TX | September 2025 - Present

- Led the migration of approximately 5,000 virtual machines from VMware to Proxmox, saving over \$2 million in software licensing and increasing platform flexibility.
- Built end-to-end migration automation using Python, FastAPI, Ansible, and SQLite, enabling engineers to migrate 100+ VMs per batch and saving months of engineering effort.
- Engineered parallel disk transfers across destination nodes, with shared-storage planning, guest recovery, and validation for complex virtual machine migrations.
- Architected the site reliability engineering process for critical applications, including CyberArk, using Grafana and Elastic/ELK for monitoring, alerting, and incident response.
- Develop PowerShell, Python, n8n, and API workflows for provisioning, monitoring, remediation, and AI-assisted troubleshooting and documentation.
- Administer Windows Server, Azure, and hybrid identity services through Azure AD Connect; maintain incident response and disaster recovery runbooks.

Systems Engineer | Tigunia

Dallas, TX | November 2024 - August 2025

- Designed and built a client's Active Directory and Microsoft Entra environment from the ground up, integrating identity synchronization with Microsoft 365.
- Managed privileged access, Group Policy enforcement, account auditing, and directory misconfiguration remediation across client environments.
- Administered Azure and hybrid identity resources supporting access management across on-premises and cloud systems.
- Automated recurring administrative tasks with PowerShell, reducing manual operational workload.
- Supported monitoring, troubleshooting, and incident response across servers, networks, and SaaS applications.

IT Escalations Engineer | Amazon Web Services (AWS)

Austin, TX | November 2021 - November 2024

- Served as a senior escalation point for complex Amazon corporate IT incidents spanning networking, Windows systems, identity services, and enterprise applications.
- Resolved Active Directory and SaaS authentication issues involving Kerberos, SAML, and identity federation.
- Coordinated incident response in a high-volume enterprise environment, troubleshooting issues across interconnected infrastructure and application services.
- Led operational coordination within the Operations Management Center and monitored large-scale infrastructure using Grafana.
- Authored runbooks, standard operating procedures, and technical documentation used by global support teams.

System Administrator | Texas Health and Human Services

Austin, TX | October 2020 - November 2021

- Administered Windows Server and Active Directory in a regulated environment, managing user accounts, permissions, and Group Policy.
- Used Salt and DevOps practices to streamline Active Directory configuration and deployment.
- Managed endpoint deployment, including imaging, configuration, security hardening, and antivirus protection.
- Maintained patching, updates, and compliance hardening across enterprise systems.
- Troubleshot DNS, DHCP, server, and enterprise application issues to support service continuity.

Engineer | Worldwide Tech Services

New York, NY | January 2017 - August 2020

- Provided client IT support, installed and troubleshot networks and racks, and supported Cisco and Dell devices.
- Managed Active Directory and user permissions.