



# Ahmed Sayed

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## About me:

As an experienced IT Support Engineer, I am passionate about providing high-quality technical support to end users. With my expertise in troubleshooting network issues and installing/configuring software and hardware on both Windows and Linux systems, I am confident in my ability to quickly diagnose and resolve problems. I have a collaborative mindset and enjoy working closely with team members and managers to complete tasks on time and exceed client expectations. My excellent communication skills allow me to effectively communicate technical information to people at all levels. I am committed to continuous learning and staying up-to-date with the latest technologies and trends in the field. With my dedication to providing exceptional support and ability to work well both independently and as part of a team.

## WORK EXPERIENCE

01/2022 – 02/2023 Egypt

### TECHNICAL SUPPORT ENGINEER (INTELLIGENT TRANSPORTATION SYSTEM - ITS EGYPT) MOVYON

Movyon was born from the evolution of Autostrade Tech, a leader in the development and integration of Intelligent Transport Systems solutions and Autostrade per l'Italia center of excellence for research and innovation.

We design, integrate and implement innovative solutions in the field of smart and sustainable mobility: infrastructure, traffic and safety management, tolling, smart city, and smart road.

- Provided comprehensive technical support for an integrated traffic management system covering Egyptian motorways.
- Worked on a project that included toll systems and vehicular traffic monitoring systems such as AID cameras, weigh-in-motion, over-height RFID, and radar sensors for road safety and law enforcement.
- Collaborated with cross-functional teams and stakeholders to ensure timely completion of project milestones.
- Conducted system and network diagnostics to identify and resolve technical issues.
- Implemented software and hardware updates to roadside equipment, ensuring that deployed versions were stable and functional.
- Documented troubleshooting and case management actions using a case management system.
- Monitored system and network security, and responded to alerts and events as needed.
- Maintained up-to-date knowledge of emerging technologies and industry trends related to ITS.

**Website** <https://www.movyon.it/>

## EDUCATION AND TRAINING

09/2017 – 06/2021 Cairo, Egypt

### BACHELOR'S DEGREE IN MANAGEMENT INFORMATION SYSTEMS Future Academy - Higher Future Institute For Specialized Technological Studies

**Address** 29 Ismailia Desert Rd, Gamalet Ahmed Orabi, El Shorouk, Cairo, Egypt |

**Website** [futureacademyegypt.com](https://futureacademyegypt.com)

09/2014 – 06/2017 Cairo, Egypt

### AUTOMOTIVE MECHANIC OPERATOR Instituto Salesiano Don Bosco

**Address** 2 Abd el Kader Taha, El-Sahel, Cairo, Egypt | **Website** [donboscocairo.org](https://donboscocairo.org)

## ● LANGUAGE SKILLS

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Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	B2	B2	B1	B1	B1
<b>ITALIAN</b>	B2	B2	B2	B2	B1
<b>GERMAN</b>	A2	A2	B1	B1	B1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DIGITAL SKILLS

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Microsoft Office | Windows Linux OS | - SQL – Basic | Cisco CNNA | Web - HTML/CSS | Content Management System (WordPress) | Basic skills in programming with Python

## ● ADDITIONAL INFORMATION

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### PROJECTS

01/2022 – 02/2023

**Intelligent Transportation System - ITS Egypt** The project concerns the construction of an integrated traffic management system on 1200 km of Egyptian motorways. I am an ITS technical support engineer involved in the ITS (Intelligent Transportation Systems) project, which includes toll systems and vehicular traffic monitoring systems such as AID cameras, weigh-in-motion, over-height RFID, and radar sensors for road safety and law enforcement.

Link <https://youtu.be/qDGzQDNe2MM?t=161>

02/2021 – 06/2021

**Graduation Project** As part of my Bachelor's Degree in Management Information Systems, I completed a graduation project where I led a team in the development of an e-commerce website using WordPress.

- Led a team of four people in the development of an e-commerce website using WordPress as part of my Bachelor's degree in Management Information Systems.
- Coordinated project timelines, assigned tasks, and provided guidance to team members to ensure timely and successful project completion.
- Collaborated with team members to create a visually appealing website design and user-friendly interface for optimal customer experience.
- Utilized previous experience in the field to provide technical guidance and support to team members.
- Demonstrated proficiency in WordPress development, including plugin installation and customization, theme customization, and content creation.
- Conducted thorough testing and debugging to ensure a high-quality final product.
- Presented the completed project to faculty members and received positive feedback on its functionality and design.