

Amr Ramadan

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EDUCATION

Texas State University – San Marcos, TX

Master of Science in Computer Science

December 2023

GPA: 3.6/4.0

Arab Academy for Science, Technology and Maritime Transport – Cairo, Egypt

Bachelor of Electronics and Communication Engineering

July 2018

GPA: 3.2/4.0

- **University of Technology Malaysia – Johor Bahru, Malaysia**
Semester Abroad

January 2017

GPA: 3.5/4.0

EXPERIENCE

Netspend – Austin, TX

Application Performance Monitoring Engineer Intern

May 2023 – Present

- Analyzed application performance metrics and identified bottlenecks using APM tools and logging technologies such as Splunk, Dynatrace, Xymon and Pingdom, resulting in a 22% improvement in application responsiveness.
- Engaged with various application development teams, testing teams and production support to ensure delivered APM solution meets their needs and requirements.
- Created comprehensive performance reports and dashboards to communicate findings, recommendations, and progress to stakeholders and management.
- Developed and maintained Python scripts to seamlessly interact with Atlassian products utilizing their respective REST APIs. Tasks encompassed comprehensive data extraction, automated workflows, and robust error handling.

Texas State University – San Marcos, TX

Graduate Assistant

January 2022 – May 2023

- Acted as a technical support specialist, providing expert assistance to students and staff with computer hardware and software issues, ensuring smooth and efficient operations for all.
- Data Migration, operating system re-imaging and software installation for old and new computers.
- Performed hardware level root cause analysis for different problems like driver issues, OS errors and BSOD.

Orange Business Services – Cairo, Egypt

Network Engineer - Senior Network Engineer

August 2018 – July 2021

- Demonstrated hands-on expertise in troubleshooting a wide range of network routing protocols, including LAN/WAN networking, TCP/IP, BGP, OSPF, EIGRP, RIP, QoS, HSRP, and layer 2 technologies such as PPP, MPLS, and Frame Relay.
- Expertise in troubleshooting Cisco devices, network optimizers, and management, including Infovista's Ipanema and Riverbed's SteelHead, as well as experience dealing with network firewalls.
- Successfully reduced recurrent problem tickets by 20% by conducting resolution meetings with all stakeholders, and decreased field engineers' dispatches by 30% through performing deep remote network troubleshooting.
- Involved in the hiring process and managing the training of new employees on all aspects of job operations.

PROJECTS

Web Search Engine

[Demo](#) / [GitHub](#)

- Developed a streamlined web application for keyword-based searches using Flask.
- Integrated Bing Web Search API for efficient retrieval, displaying results with clickable titles and snippets.
- Demonstrated proficiency in Flask for web development and showcased external data integration skills with the Bing Web Search API

RezVroom

[Demo](#) / [GitHub](#)

- Designed and developed a highly functional room reservation system using Python for backend programming and Tkinter library for creating the frontend user interface.
- Wrote reusable unit tests to ensure quality control and identify bugs using pytest.
- Presented the project through a comprehensive video demonstration, showcasing the system's features.

SKILLS

- Languages: Experienced in Python, C++, C, C#, Java, HTML/CSS, JavaScript, SQL and MATLAB.
- Other Frameworks & Technologies: Linux/Unix, Git/GitHub, AWS, GCP and Computer networks troubleshooting.

CERTIFICATES

- Intermediate Software Engineering, **CodePath**
- CS50P: Introduction to programming with python, **HarvardX**
- CCNA, **Cisco**