

# Amr Ramadan

San Marcos, TX | (512)-825-3414 | [amr.ramadan@txstate.edu](mailto:amr.ramadan@txstate.edu) | [Website](#) | [LinkedIn](#) | [GitHub](#)

## 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

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## 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 and Dynatrace, resulting in a 20% 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.

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## PROJECTS

**RezVroom**

- 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 ([link](#)).

**Diagnostic Tool for Skin Analysis**

- Developed a diagnostic tool for skin analysis as part of a team of four, utilizing software (MATLAB).
- Implemented image processing techniques (Sobel and Canny algorithms) for edge detection in preprocessing stage.
- Utilized KNN classification techniques to produce a detailed photographic report that highlights areas of possible infection, providing physicians with a clear and accurate diagnosis.

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## SKILLS

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

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## CERTIFICATES

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