CV

Mohamed Elkaza
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PROFESSIONAL PROFILE

IT business informatics specialist with experience in IT consulting, enterprise architecture, software development, and network technology. Focused on digital transformation and customer-centric solutions in international projects.

BERUFSWEG und LEBENSEREIGNISSE

2023   **Application Engineer,** HiCo-ICS, 1030 Vienna
- Contributed to software development and troubleshooting to enhance customer satisfaction through improved documentation and support processes.
- Created user stories to optimize software functionality and workflow development.
- Tools: XSLT, XML, Jira, Git, Oxygen XML Editor, HICO iPS.Suite.
- Project: Arabic language support for PDF Publisher.

2022   **Junior IT Consultant,** Raiffeisen Bank International AG, 1190 Vienna
- Automated workflows for IT asset management to reduce errors and improve data quality.
- Enhanced documentation quality and user satisfaction through optimized support processes.
- Collaborated with stakeholders in Central and Eastern Europe to customize and improve ServiceNow functionalities.
- Tools: ServiceNow, Jira, VBA, Python, GitHub.
- Project: Group ITSM Digital Transformation (final phase).

2021   **Product Management Intern,** BOC Group, 1040 Vienna
- Conducted data analyses and created prototypes to improve enterprise architecture tools.
- Tools: Confluence, Jira, ADOIT Enterprise Architecture Suite, ADONIS,
- ADOGRC, AWS, Apache Tomcat.
- Project: Development of ADOIT Enterprise Architecture Suite.

2017 – 2025   **Intensive German Language Program / University Preparation Course / Master's Degree in Business Informatics,** TU Vienna, 1150 Vienna
Expected graduation: December 2025

2016   2016 – Relocated to Austria

2013 – 2016   **Network Engineer,** University of Benghazi, Libya
- Managed and optimized network infrastructure to improve system reliability and uptime.
- Supported the implementation of an ERP system for the Ministry of Education to improve operational efficiency.
- Tools: CCNA Routing and Switching, MikroTik, Windows Server, Mac.
- Projects: University of Benghazi e-Library, ERP system for Libya's Ministry of Education

2014   **Drive Test Engineer Trainee,** MAG Consulting Telecommunication, Benghazi, Libya
- Conducted network coverage and performance analyses for GSM, 3G, and 4G networks to identify and resolve connectivity issues.

- Developed improvement proposals based on data analysis to enhance network performance and user experience.

| 2012 – 2015 | **Branch Sales Manager,** Ashamela Decorating Company, Benghazi, Libya |

- Responsible for sales, budgeting, and daily operations optimization.

| 2012 | **Telecommunications Intern,** HATEF LIBYA Telecommunications, Benghazi, Libya |

- Assisted in the setup and maintenance of telecommunications infrastructure.
- Collaborated with senior engineers in testing and implementation.

EDUCATION

2018 – 2025	**Master's in Business Informatics,** TU Wien, 1040 Vienna
	Specialization: Management Science and Enterprise Engineering
	Master's Thesis: Digital Transformation and Change Management
	Expected Graduation: December 2025

| 2025 – 2027 | **Part-Time Master's in Internet of Things and Intelligent Systems, FH Technikum Wien** |
| | **Planned Start: Fall 2025** |

| 2008 – 2013 | **Bachelor's in Information Technology,** University of Benghazi, Libya |
| | Degree recognized in Austria |

| 1997 – 2007 | Compulsory Schooling & Technical Secondary School (Engineering), Libya |
| | **Degree equivalent to Austrian Matura** |

VOLUNTEERING EXPERIENCE

- **Youth Leader,** Scouts Austria, Mödling — **2016–2018**
  Led youth groups and organized activities and camps.
- **Volunteer / Lead Volunteer**, Pioneers.io, Vienna — **May 2017 & May 2018**
  Supported logistics and participant management at the innovation conference; served as Lead Volunteer with team responsibilities in 2018.
- **Volunteer,** TEDxVienna, Vienna — **October 2017**
- Assisted with event logistics and hosted international guests.
- **Data Entry Volunteer,** Supreme Committee for City Elections, Benghazi — **April 2012**

SKILLS

Sprachen	Arabic – Native
	German – B2 (ÖSD Certificate, EPD Certificate
	English – C1, Business English

EDV

- **Programming & Scripting:** Python, VBA, HTML, CSS, JavaScript.
- **Tools & Platforms:** ServiceNow, ADOIT, ADONIS, ADOGRC, Power BI, Git, Jira, Confluence, Oxygen XML Editor.
- **Networks & Systems:** Cisco (basic), MikroTik, Windows Server, VirtualBox, VMWare Enterprise.
- **Enterprise Architecture & Modeling:** ArchiMate, TOGAF (basics), UML, BPMN 2.0.
- **Frameworks & Methods:** Agile (Scrum), ITIL (basic), COBIT (basic), Change Management (ADKAR, Kotter).
- **Cloud & Infrastructure:** AWS, Azure (basic).
- **Productivity:** Microsoft Office Suite, XML/XSLT, Obsidian (Markdown + Git-based note management).

| Driver's License | Class B |