

# MOHAMED ELKAZA

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## DEVELOPER AND IT CONSULTANT

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A motivated dynamic IT professional specializing in continuous digital transformation, business analysis, project management, and change management. Proficient in software development, system integration, IT consultancy, requirements engineering, and application engineering. Known for strong empathy and social skills, I excel in continuous improvement, collaboration, and innovation. My problem-solving abilities, critical analytical thinking, and creativity drive effective solutions. A dedicated team player with a proven track record in successful implementation and a passion for continuous learning.

## EDUCATION

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### Dipl.-Ing., Wirtschaftsinformatik, *Expected 2024*

- Technische Universität Wien

*Focus: Management Science and Enterprise Engineering*

*Thesis: [Digital Transformation and Change Management](#)*

### B.Sc. IT, 2008 - 2013 *(2020 - Anerkannt durch ENIC NARIC)*

- University of Benghazi

*Focus: Computer Networks and Communication*

*Thesis: Value Added Services (VAS)*

### Intensiv Deutschkurse, 2017 - 2018

- Vorstudienlehrgang der Wiener Universitäten, *German - EPD Zertifikat (Ergänzungsprüfung Deutsch)*

## SKILLS

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### LANGUAGES/TOOLS/Frameworks/CONCEPTS

- Arabic (Native), English C1 (Aptis English Business), German (EPD Zertifikat, ÖSD B2 Zertifikat, ÖIF B1 Zertifikat).
- Python, VBA, HTML, CSS, JavaScript, and more.
- ServiceNow, ADOIT, UML, BPMN 2.0, Git, VMWare, VirtualBox, Cisco Routing and Switching.
- VS Code, Git, OS (Mac and Windows), Microsoft Office, Windows Server 2008 R2, Drupal.
- Agile, Scrum, ITIL, Enterprise architecture framework, ArchiMate, and more.

## EXPERIENCE

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### Application Engineer

HiCo-ICS

Aug 2023 - Nov 2023

*Wien, Österreich*

- Participated in software development, analysis, requirements analysis, troubleshooting, problem-solving customer support, user-story, Use cases and technical documentation.
- Tools: XSLT, XML, Jira, Git, Oxygen XML Editor, and HiCO software.
- Project: Support of Arabic for PDF publisher.

### Junior IT Consultant

Raiffeisen Bank International AG

Jul 2022 - Dec 2022

*Wien, Österreich*

- Contributed to IT Asset Management projects, specializing in development, automation, ETL, data quality, stakeholder management, communication, and ServiceNow customization for RBI's Austrian subsidiaries and its 12 Bank subsidiaries in CEE.
- Tools: ServiceNow, Jira, VBA, Python, Github.
- Project: Group ITSM Digital Transformation - closure phase.

### Product Management Intern

BOC Group

Nov 2021 - Jan 2022

*Wien, Österreich*

- Supported product management for BOC Process engineering and enterprise architecture software through data analysis, software prototyping, and testing.
- Tools: Confluence, Jira, ADOIT, ADONIS, ADOGRC, AWS, and Apache Tomcat.
- Project: ADOIT Enterprise Architecture Suite.

### Network Engineer

University of Benghazi

Dec 2013 - Dec 2013

*Benghazi, Libya*

- Supported the implementation of an electronic library and ERP systems by managing and optimizing the network infrastructure, contributing to improved operational efficiency and data accessibility.

- Tools: Cisco, MikroTik, Windows, Mac.

- Projects: University Of Benghazi general database and E-library, Libyan Ministry of Education ERP system and infrastructure.

### Branch Sales Manager

Ashamela Decorating Company

Nov 2012 - Sep 2015

*Benghazi, Libya*

- Led sales initiatives to increase revenues, with responsibilities spanning budgeting, pricing, distribution, and customer service.
- Successfully increased revenue and managed daily sales, warehouse, and customer service for different customers.

### Drive Test Engineer Trainee

Ashamela Decorating Company

Feb 2014 - Apr 2014

*Benghazi, Libya*

- Conducted annual coverage and performance analysis, including data collection and troubleshooting.
- Performed annual coverage and performance analysis for GSM, 3G, and 4G.

### Telecommunications Internship

HATEF LIBYA Telecommunications Company

Jun 2012 - Oct 2012

*Benghazi, Libya*

- Gained valuable industry experience in telecommunications through hands-on involvement in various infrastructure projects.

## VOLUNTEERING

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### Jugendleiter

Pfadfinder und Pfadfinderinnen Österreichs

2016 - 2018

*Mödling, Austria*

- Led youth groups and organized activities and events for scouts.

### Volunteer & Lead volunteer

Pioneers.io

2017 - 2018

*Wien, Austria*

- Assisted in organizing events and provided leadership support for other volunteers.

### Volunteer

TEDxVienna

May 2017

*Wien, Austria*

- Supported event logistics and coordination for TEDxVienna conference.

### Data entry

Supreme Committee for the City election

Apr 2012

*Benghazi, Libya*

- Entered and managed data for the city election committee.

## CERTIFICATIONS

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- Career Essentials in Business Analysis by Microsoft and LinkedIn Mar 2023
- Excel 365 VBA, RBI Cloud specific - Expert, RBI Jul 2022
- Data and Application Portfolio Management with ADOIT and ArchiMate, BOC Group Nov 2021