

# MOHAMED ELKAZA

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✉ Email [in](#) LinkedIn [G](#) Github

## PROFILE

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Dynamic IT professional with a B.Sc. in Information Technology and nearly completed M.Sc. in Business Informatics, specializing in digital transformation, project management, and change management. Experienced in software development, system integration, IT consultancy, requirements engineering, and application engineering. Empathetic and socially skilled with a strong memory for people, I thrive on continuous improvement, collaboration, and innovation. My problem-solving abilities, analytical and critical thinking, imagination, and high initiative make me well-suited for IT and software engineering. Strong team player with excellent implementation skills. .

## EDUCATION

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**Dipl.-Ing. Wirtschaftsinformatik**, Technische Universität Wien Expected 2024

Focus: Management Science and Enterprise Engineering

Master thesis: [Digital Transformation and Change Management](#)

**Intensiv Deutschkurse** , Vorstudienlehrgang der Wiener Universitäten 2017 - 2018

Focus: German - EPD Zertifikat (Ergänzungsprüfung Deutsch)

**Bachelor of Science in Information Technology (BSc IT)**, University of Benghazi 2008 - 2013

Focus: Computer Networks and Communication

Bachelor thesis: Value Added Services (VAS)

## SKILLS

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<b>Programming</b>	Python, VBA, HTML, CSS, JavaScript, and more.
<b>Tools</b>	ServiceNow, ADOIT, UML, BPMN 2.0, Git, VMWare, VirtualBox, Cisco Routing and Switching.
<b>Technologies</b>	VS Code, Git, OS (Mac and Windows), Microsoft Office, Windows Server 2008 R2, Drupal.
<b>Methodologies</b>	Agile, Scrum, ITIL, Enterprise architecture framework, ArchiMate, and more.

## EXPERIENCE

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**Application Engineer** Aug 2023 - Nov 2023

HiCo-ICS *Wien, Österreich*

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

**Junior IT Consultant** Jul 2022 - Dec 2022

Raiffeisen Bank International AG *Wien, Österreich*

- Contributed to IT Asset Management projects, specializing in development automation, data quality, 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** Nov 2021 - Jan 2022

BOC Group *Wien, Österreich*

- Supported product management through data analysis, software prototyping, and testing with technologies like Confluence, Jira, and AWS.
- Tools: Confluence, Jira, ADOIT, ADONIS, ADOGRC, AWS, and Apache Tomcat.

**Network Engineer**  
University of Benghazi

Dec 2013 - Dec 2013  
*Benghazi, Libya*

- Administered network infrastructure and implemented electronic library and ERP systems.
- 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
- Application Portfolio Management with ADOIT and ArchiMate, BOC Group Nov 2021
- BPM Getting Started with ADONIS, BOC Group Nov 2021
- Data Portfolio Management with ADOIT and ArchiMate, BOC Group Nov 2021
- Integrationsprüfung B1/IntG- DV2019 (ÖIF), Österreichischer Integrationsfonds Jun 2022
- Aptis English Business C level, British Council Sep 2020

- ÖSD Zertifikat B2, (ZB2Ö1912075), Österreichisches Sprachdiplom Deutsch Jun 2019
- EPD Zertifikat Deutsch, (E992840), Vorstudienlehrgang der Wiener Universitäten Jun 2018

## INTERESTS

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**Mostly outdoor activities:** [Cycling](#), Hiking, Swimming — Debating and Negotiating.

## EXTRA-INFORMATION

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- Daueraufenthalt - EU, Freier Zugang zum Arbeitsmarkt.
- B-Führerschein.