Mostafa Ahmed

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Career Summary

Motivated and detail-oriented **IT/CT Engineer** with expertise in **networking, cybersecurity, system troubleshooting, software testing, and project management**. Skilled in designing and optimizing IT infrastructures, implementing security solutions, and managing cross-functional teams. Passionate about solving complex technical challenges and ensuring resilient IT operations.

Skills

- **Problem-solving:** Skilled in diagnosing and resolving technical issues.
- **Project Management:** Experienced in team leadership and Agile methodologies.
- **Software Testing:** ISTQB certified, test automation, and penetration testing.
- **Cybersecurity:** Penetration Testing, Cloud Security, Threat Intelligence, Security Compliance.
- **Technical Documentation:** Created IT troubleshooting manuals and process documentation.

Technical Skills

- **Networking:** TCP/IP, DHCP, DNS, VPN, LAN/WAN, Cisco Routers
- **Cybersecurity:** Penetration Testing, Ethical Hacking, Firewalls.
- **Software Testing:** ISTQB Certified, Test Automation, Bug Tracking
- **Operating Systems:** Windows, Linux (Ubuntu, CentOS, Kali)
- **Programming & Scripting:** Python, SQL, Bash
- **Database Management:** SQL.

Work Experience

Technical Solution Engineer | Orchida-Tax

2024 - Present

- Engineered enterprise IT support to **major clients**, including E&, Coca-Cola, McDonald's, BMW, and DHL.
- Installed, configured, and **optimized ERP/E-invoice systems** using **RESTful APIs**, reducing data processing time by **75%** and enhancing **system security compliance**.

Project Assistance | Faculty of Engineering, Mansoura University

2023 - Present

- Mentored and provided **technical guidance** to over **20+ students** in **capstone projects**, focusing on **network security, database management, and system design methodologies**.

Online Tech Support | Jok Company

2023 - 2024

- Resolved **100+ IT tickets weekly** via **remote troubleshooting**, achieving a **97%+ CSAT rating** and reducing resolution time by **40%**.

Technician | Al-Zahra'

2008 - 2017

- Enhanced device longevity and performance through systematic maintenance and precision repairs.
- Improved customer satisfaction by delivering clear technical support and effective solutions.
- Streamlined spare parts management, reducing repair turnaround times and operational delays.

Education

Bachelor's Degree in Engineering - 2023

Certifications

- **ISTQB Foundation Level** | 2024
- **Cisco CCNA** | **WE** | 2023
- **Embedded Systems Software Training | NSTC |** 2021

Languages

- Arabic - Native
- English – Proficient (B2+)
- German – Beginner (A2)