

# Marwan Safey

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## EXPERIENCE

### DELL Technologies

12.2021 – Present

#### Senior Escalation Engineer

- Provide Level 3 Escalation Support for Dell EMC Cloud and Hyper-Converged Infrastructure (HCI) products for the below:
  - VMware vSphere Environment (Including ESXi Servers, certificates...)
  - VMware vSphere vSAN (Including vSAN Stretched Clusters)
  - Host OS issues (Linux)
  - Issues reported from underlying hardware components
- Work closely with engineering, product management, and other key internal organizations to drive innovation and performance around product requirements, enhancements, process improvements, and industry best practices in addition to their technical expertise.
- Develop support plans that recognize the customer's priorities, challenges, initiatives, and potential areas for improvement.
- Maintain direct linkage with other key internal organizations necessary for fast problem escalation and expedited resolution status
- Create knowledge base articles to accelerate issue resolution for customers and internal employees.

### OBS

(Orange Business Services)

08.2019 – 11.2021

#### Senior Network Implementation Engineer - TDV-C Specialist

- Act as a VPO (VPN private owner) for customers who don't have a dedicated VPO by preparing and applying final configurations, pre/post checks, and failover tests to confirm customer network is operating normally on the main and backup solutions.
- Provide on-time and error-free changes of IP Virtual Private Network (VPN) routers and change management requests, including the design, validation, configuration, planning, and end-to-end testing.
- Responsible for all necessary technical tests at time of migrations while providing technical support for Field Engineer.
- Perform router Vanilla/Final configuration, activation & Migration with Field Engineer and Customers.

### TE Data

(Telecom Egypt WE)

01.2019 - 07.2019

#### NOC Engineer (Network Operation Center)

- Maintain a high level of network communications for our customers and assists with any transmission inquiries/problems.
- Identify network faults in a proactive approach and modify incident tickets.
- Troubleshoot, isolate, and fix IP/Ethernet troubles during network outages and lead fiber cut isolation until field operations physically locate the problem.

### AMC

Aircraft Maintenance  
Company

05.2017 - 12.2018

#### Aircraft Maintenance Electrical and Avionics Engineer

- Maintain, inspect, test, and troubleshoot fault diagnosis of electrical, electronic, instrument, and radio systems, and computers on aircraft.

### QNB

Qatar National Al Ahli Bank

09.2012 - 04.2017

#### Senior Core Banking System operation Engineer (UNIX AIX)

- Responsible for operating Delta core banking system, Market module, Litigation module, Business object & Sparrow system.
- Create shell scripts to automate operations on UNIX.
- Debug any errors we face during EOD.
- Ensure accomplishing the EOD & opening the system for all the bank's users on time & that all reports are sent to the reporting systems to be viewed by the users. Interest calculation & several "CBE" reports.

### Orascom Telecom

09.2011 - 02.2012

#### Field Maintenance Engineer (Site Engineer)

- Maintenance for Mobinil sites rooftop and greenfield.

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## EDUCATION

Faculty of Engineering, Arab Academy for Science and Technology (AAST)  
Electronics and Communication Engineering.

**09.2006 - 06.2011**

GPA: 3 (*Very Good*)

**Graduation Project:** Design of communication subsystem for Cube satellite (Grade:

**Description:** *The primary goal of this project is to provide link to relay data to the ground station and send commands to the satellite, theses commands to make CubeSat to take images and then download the imaae data to the around station.*

**09.2004 - 06.2006**

Manor House International School

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## TRAININGS AND CERTIFICATES

Trainings:

- OpenStack
- AWS Cloud Practitioner (Amazon Web Services)
- UNIX

Certificates:

- VMware Advanced Deploy VMware vSphere 7.x (VCAP-DCV Deploy)
- VCP-DCV (VMware Certified Professional - Data Center Virtualization)
- Red Hat Certified System Administrator (RHCSA) – Linux Admin2
- CCNP R&S
- CCNA R&S

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## REFERENCES

References available upon request.