

AHMED ESSAM

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OBJECTIVE

Motivated and results-oriented engineer with solid analytical and problem-solving skills. Experienced in system development, technical troubleshooting, and delivering practical solutions. Adaptable, eager to learn, and committed to continuous improvement.

WORK EXPERIENCE

Sales and Support Assistant

Beirut Medical Supplies

Provided technical product explanations and sales support for medical devices. Ensured optimal customer service and maintained stock availability.

Electronics and Control

Al-Munir Home Appliances Manufacturing Company

Assisted in testing and supporting the production of control panels. Gained hands-on experience with electronic systems in appliance manufacturing.

Technical Support

EarthLink Telecommunications

- Ensure accurate diagnosis of service outages and site/zone disruptions, escalating unresolved incidents to the appropriate technical teams in a timely manner. Handle and resolve customer service issues including service downtime, connectivity degradation, and banking-related incidents while ensuring full compliance with Service Level Agreements (SLAs). Monitor, document, and follow up on support tickets, providing accurate status updates and maintaining records in accordance with company policies and procedures. Contribute to root cause analysis and continuous process improvement initiatives to reduce incident recurrence and enhance overall service reliability.
- Achievements: Recognized as Employee of the Month for developing a technical tool that significantly accelerated workflows, simplified access to requirements, and improved overall team efficiency.

EDUCATION

BSc in Control and Systems Engineering

2021 – 2025

University of Technology

Graduated Second in Class (Faculty-wide Ranking)

Smart Vehicle System - University of Technology

Graduation project

This vehicle features integrated sensor-based navigation, PWM speed control, wireless control via a web interface, and an ultrasonic sensor and tracking camera.

[Smart_Vehicle_Project_Link ↗](#)

SKILLS

Customer Support & Service

- Customer Incident Handling (Downtime, Weak Signal)
- Ticket Management & Documentation
- Service Outage Diagnosis & Escalation
- Time Management & Multitasking under Pressure

Networking & ISP Knowledge

- Basic ISP & Networking Fundamentals
- TCP/IP, DNS, VPN, HTTP Basics
- Troubleshooting & Service Outage Diagnosis
- Escalation Procedures & Communication

Technical Skills

- Arduino, ESP32, Microcontrollers
- UART Communication Protocols
- Problem Solving & System Thinking