



AHMED ESSAM

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Baghdad, Iraq

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

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 Intern

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.

Contact Center & Technical Support

EarthLink Telecommunications

- Ensure proper diagnosis of service outages and site/zone disruptions, escalating unresolved incidents to the appropriate technical teams.
- Handle and resolve customer service issues including service downtime, connectivity degradation, and banking-related incidents while ensuring SLA compliance.
- Monitor, document, and follow up on tickets, providing accurate updates and maintaining records in line with company procedures.
- Contribute to root-cause analysis and process improvement to reduce incident recurrence and enhance service reliability.

EDUCATION

University of Technology

2025-2021

BSc in Control and Systems Engineering

Graduation project

Smart Vehicle System – University of Technology

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](#)