

AHMED ESSAM

Technical Support

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EXPERIENCE



Technical Support

EarthLink Telecommunications

- 07/2025 - Present
- Diagnosed and resolved network and service incidents, escalating complex cases within SLA timelines
- Managed technical support tickets end-to-end with accurate documentation and customer follow-up
- Troubleshoot connectivity and performance issues to reduce repeat incidents and improve resolution efficiency
- 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

Electronics and Control

Al-Munir Home Appliances Manufacturing Company

- 06/2024 - 01/2025
- Participated in testing, validation, and production support of industrial control panels, working directly with electronic assemblies in appliance manufacturing.

EDUCATION



B.Sc. in Control and Systems Engineering

University of Technology

- 09/2021 - 06/2025 Baghdad, Iraq
- Graduated Second in Class (Faculty-wide Rank)

PROJECTS

Smart Vehicle System

01/2021 - 05/2025 University of Technology
Graduation project

- Designed and implemented a sensor-based autonomous vehicle model
- Implemented PWM motor speed control and embedded control logic
- Developed a web-based real-time control system
- Integrated ultrasonic sensing and camera-based tracking
- Combined embedded systems, control, and real-time signal processing Smart Vehicle System

SUMMARY

Results-driven Control and Systems Engineer with hands-on experience in ISP technical support, incident management, and network troubleshooting. Strong background in SLA-driven case handling, service outage diagnosis, and continuous service reliability improvement

SKILLS

Customer Support & Service

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Incident Handling & Service Outage Diagnosis

Ticket Management, Documentation & SLA Compliance

Customer Communication & Case Ownership

Escalation Handling & Technical Reporting

Networking & ISP Knowledge

TCP/IP, DNS, VPN, HTTP

Network Fault Isolation & First-Level Troubleshooting

Remote Support & CRM/Ticketing Systems

Technical Skills

ESP32 & Arduino Development

Control Systems & Electronics Testing

UART & Embedded Communication

Web Technologies

HTML5 & CSS3

Built a web-based control interface integrating ESP32 and Arduino via UART communication.