

# AHMED ESSAM

## Technical Support

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📍 Baghdad, Iraq

## 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.