AHMED ESSAM

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OBJECTIVE

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

WORK EXPERIENCE

Technical Support
EarthLink Telecommunications

- 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.
- Troubleshot 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. Employee of the Month – **View Achievement** 🔗

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.

EDUCATION

BSc in Control and Systems Engineering   2021 – 2025
University of Technology
Graduated **Second in Class (Faculty-wide Rank)**

Smart Vehicle System - University of Technology
Graduation project

- Designed and implemented a sensor-based autonomous vehicle model
- Implemented PWM motor speed control and embedded control logic
- Implemented web-based control and real-time device communication.
- Integrated ultrasonic sensing and camera-based tracking
- Combined embedded systems, control, and real-time signal processing Smart Vehicle System – **View Project** 🔗

SKILLS

Customer Support & Service
- 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.