

EDUCATION

Faculty of Engineering,
B.S in Electrical Engineering
Major in Communications and Electronics

Sep 2015 - Jun 2020

WORK EXPERIENCE

Dell EMC, Cairo

Oct 22 - Present

Technical Support Engineer 2 - ECS (Elastic Cloud Storage)

- Supported the customers' usage of the Dell ECS (Elastic Cloud Storage) across EMEA region which is a complete software-defined cloud storage platform that supports the storage, manipulation, and analysis of unstructured data (objects) on a massive scale on commodity hardware that consists of Server Nodes, Layer 3 switches, and Storage Array.
- Created and Modified 4+ Knowledge Articles for common issues.
- Automated a resolution using Bash Scripting that helped closing 88+ Incidents this year and prevented opening any new relevant ones which saved a lot of time and resources to focus on other critical incidents.
- Developed a Bash script that helped the Engineering Team to monitor the open file descriptor sending an alert whenever it exceeds 75% threshold which helped resolve the main issue.
- Received 8+ Awards as Recognition for my work in particular incidents from Account Managers, Project Managers, Service Delivery Engineers, and Field Engineers.
- Received 4+ Recognition Awards for mentoring junior team members and providing the needed support for my colleagues.
- My Second language skill helped keep the German-speaking customers satisfied which lead to a high CSAT score of 9+/10 for the company.

Dell EMC, Cairo

Feb 21 - Oct 22

Technical Support Engineer 1 - ECS (Elastic Cloud Storage)

- Supported the customers' usage of the Dell ECS (Elastic Cloud Storage) across EMEA region which is a complete software-defined cloud storage platform that supports the storage, manipulation, and analysis of unstructured data (objects) on a massive scale on commodity hardware that consists of Server Nodes, Layer 3 switches, and Storage Array.
- Performed Linux Administration tasks:
 - File System Management, Troubleshooting and debugging.
 - Users, Groups, Ownership, and Permissions Management.
 - VIM, Environment Variables, Alias, and Processes Management.
 - Usage of find/grep/cut commands, Packaging and Compression.
 - Cron Jobs, Swapping, Network, Services, and Daemons.
- Managed AWS S3 - Cloud Object Storage integration (Buckets, objects, hard quota, policy, ..etc).
- Managed the Micro-services architecture and the Docker Containers.
- Used systems alerts, monitoring and log analysis tools (Influxdb, Grafana, ..etc).
- Installed new hot fixes, Patches, and applied Customized Configuration based on customer's request.
- Used REST API's to send requests (GET, PUT, HEAD, DELETE, ..etc) to the Server.
- Dealt with JSON, and YAML formats.
- Troubleshooted Network and Security (Switches, DNS, Load Balancer, Ports, Compliance, Policies, ..etc).
- Managed the Hardware and the Storage (Disks, Memory, Server, Replication, Disaster Recovery root file system Capacity, ..etc).

Dell EMC, Cairo

Oct 20 - Dec 20

Tech Elevate Intern

- Learned the basics of the ISM course (Information Storage and Management).
- Learned to invent a well-designed and coherent solutions for major infrastructure topologies.

LANGUAGES

Arabic: Native

English: Fluent

German: Goethe-Zertifikat B2

TECHNICAL SKILLS

Linux Administration: RHCSA courses

Cloud computing: AWS (EC2, S3, RDS, EKS, ECR, Lambda, etc...)

Infrastructure As a Code: Terraform

Containerization: Docker

Container Orchestration: K8 (Kubernetes)

CI/CD Pipelines: Jenkins

Version Control: Git & GitHub

Configuration Management: Ansible

Monitoring or Log Analysis Tools : Prometheus, Grafana.

Scripting: Python, Bash

Networking: CCNP course (VPN, DNS, Proxy, load balancer, firewalls, etc...)

Storage: ISM course (Information Storage and Management)

Web Server: Nginx

Atlassian Tools: JIRA, Confluence

PROJECTS

(More Projects in my [GitHub Repo](#)) 

AWS Cloud / IaC with Terraform

- Provisioned an AWS VPC with two public subnets, including a load balancer with two nginx servers that route traffic to a remote load balancer. The setup also includes two private subnets with an autoscaling group of Apache servers.

Docker

- Created a Docker image based on Ubuntu, containing an nginx reverse proxy for hosting a node app and deploying a mysql db image with an attached volume.

CI/CD with Jenkins

- Implemented a Jenkins pipeline for continuous integration and continuous deployment (CI/CD), utilizing a Jenkinsfile script that includes parameter functions and environment variables.

NGINX Web Server

- Developed a basic website with a custom index.html file and configured it to serve traffic using a self-signed SSL certificate.

Ansible

- Installed NGINX on a machine and configured it to serve a deployed Node.js app.