ADHIL AHMED

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Professional Summary

Airport Operations and IT Specialist with 2 years and 5 months of experience supporting Self Bag Drop (SBD), E-Gate, and airport passenger processing systems across APAC, Europe, Americas, and EMEA. Skilled in L2 technical support, cloud/on-prem server management, incident, problem & change management, UAT/SAT/ORAT execution, and maintaining SLA compliance across global airports. Recognized for delivering high-impact technical solutions, system optimization, and training in mission-critical airport environments.

Core Skills

• Self Bag Drop (SBD) & E-Gate Systems Support

• Cloud & On-Prem Server Management

• Incident, Problem & Change Management

• Root Cause Analysis & Log Analysis

• Application Deployment & Patch Management

• System Monitoring & Performance Optimization

• Technical Documentation & Knowledge Transfer

• PLC integration with multi-vendor automation systems, including diagnostics and troubleshooting for field-level operational issues

Professional Experience

Associate Specialist – SITA / Materna IPS | Bengaluru

June 2023 – Present

• Provide Level 2 technical support for SBD and E-Gate systems across global airports, ensuring 99.9% system uptime.

• Monitor and maintain cloud/on-prem server infrastructure to support mission-critical airport operations.

- Perform end-to-end incident, problem, and change management—including RCA preparation and stakeholder communication—using ServiceNow and JIRA.

- Execute software deployments, upgrades, and security patching for SBD/E-Gate modules.

- Analyze system logs and performance metrics to proactively identify and prevent failures.

- Conduct UAT, SAT, and ORAT with airlines and airport IT teams for SBD deployments.

- Deliver technical training and KT sessions to operations engineers and airport staff.

- Installed and supported Cortex endpoint protection across SBD units in 20+ airports across the APAC region.

- Integrate SBD/E-Gate systems with various airport systems.

Engineer – Operations

- Led installation, configuration, and integration of Self Bag Drop systems at major airports including Delhi, Kuala Lumpur, Incheon, Chennai, Varanasi, and Srinagar.

- Conducted airline UAT for Air France–KLM, Air India, IndiGo, Swiss, Lufthansa, Air India Express, and AirAsia.

- Participated in SAT and ORAT ensuring operational readiness and compliance.

- Supported daily operations of automated baggage processing systems with minimal downtime.

Assistant Professor – MES College of Engineering & Technology

March 2023 – June 2023

- Delivered lectures and practical sessions on C programming to undergraduate students.

- Prepared academic materials aligned with updated university standards.

Achievements

- Bravo Award from SITA for leading Self Bag Drop (SBD) training at Incheon (ICN) International Airport.

Education

M.Tech – Computer Science & System Engineering
Government Engineering College Idukki (2020–2022)

B.Tech – Computer Science & Engineering
College of Engineering Vadakara (2015–2019)