

# AHMED ALI MOHAMED SOLIMAN

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**SUMMARY** — Dedicated professional eager to contribute to a prestigious organization, where I can leverage and enhance my diverse skill set, while gaining valuable experience and advancing my career in a dynamic and growth-oriented environment.

## TECHNICAL COMPETENCIES

<b>Languages</b> Python, Bash, SQL	<b>Application Servers</b> Apache Tomcat, Nginx, IIS
<b>Monitoring</b> Nagios, Zabbix, Prometheus, Grafana	<b>Configuration Management</b> Ansible, Puppet
<b>Databases</b> MySQL, PostgreSQL, Oracle	<b>Issue Diagnosis</b> Log Analysis, Root Cause Analysis
<b>Security</b> SSL/TLS, IAM, Firewalls	<b>Ticketing Systems</b> Jira, ServiceNow
<b>Scripting</b> Shell Scripting, PowerShell	<b>Service Management</b> ITIL Framework, Incident Management
<b>Cloud</b> AWS, Azure, GCP	<b>Automation Tools</b> Jenkins, Ansible
<b>OSs</b> Linux, Windows Server	<b>Backup and Recovery</b> Veeam, Bacula







## RECENT EXPERIENCE

-  **avr Technologies - Senior Application Support Specialist / Software Engineer** June 2023 - Present
- Lead both application support and development efforts for a cloud-based platform, addressing incidents while contributing to feature development and optimizations.
  - Provide Level 2/3 support, diagnosing complex issues in production environments, coordinating with development teams to implement solutions, and ensuring minimal downtime.
  - Enhance existing applications by implementing new features and improving system performance using Python and JavaScript, directly contributing to the software lifecycle.
  - Automate routine maintenance tasks and incident resolution processes through custom scripts and continuous integration pipelines (Jenkins), significantly reducing manual intervention.
  - Collaborate with cross-functional teams on application architecture improvements, optimizing backend systems.
  - Technologies used: AWS, Docker, Jenkins, PostgreSQL, Python, Bash, Prometheus, Grafana, JavaScript.
-  **HCL Technologies - Senior Software Engineer / Application Support Engineer** September 2019 - May 2023
- Provided technical support for enterprise applications while simultaneously contributing to feature enhancements and bug fixes in collaboration with the development team.
  - Implemented and maintained application monitoring, ensuring proactive identification and resolution of performance issues, which improved system uptime to 99.9%.
  - Worked closely with software developers to optimize application code for better performance and reliability, often debugging live issues and providing solutions that integrated smoothly into the existing system.
  - Handled escalated support tickets via Jira and ServiceNow, ensuring timely and effective communication with stakeholders and users, while developing solutions to improve system performance.
  - Automated deployment and patching processes using Jenkins and Ansible, streamlining the release process and reducing errors in production deployments.
  - Technologies used: Docker, Kubernetes, Jenkins, Python, Ansible, PostgreSQL, Bash, JavaScript.
-  **Omdurman Ahlia University - Infrastructure Engineer / Application Support** March 2017 - May 2019
- Provided infrastructure and application support, ensuring smooth operations across university systems while developing custom scripts to automate repetitive tasks.
  - Developed and maintained internal software solutions, improving functionality of student and administrative systems through new feature implementations and bug fixes.
  - Managed virtualized environments and implemented new systems to enhance the university's digital infrastructure, leading to improved performance and scalability.
  - Handled software troubleshooting, system upgrades, performance tuning, ensuring minimal disruption to operations.
  - Technologies used: XenServer, MySQL, Bash, Linux, Veeam, Windows Server.

## EDUCATION

-  **Kalakla Secondary School** 2005 - May 2010
-  **Omdurman Ahlia University** 2009 - May 2014  
BS.c of Computer Engineering

## PROFESSIONAL CERTIFICATIONS

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|---|---|---|---|---|---|
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| 2017: British Council IELTS   | 2022: AWS Certified Cloud Practitioner  | 2023: AWS Certified Solutions Architect   | 2020: Udacity C++ Nanodegree  | 2021: DevOps with AWS   | 2020: Percipio – HCL Content  |