

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

Languages	Python, Bash, PowerShell, SQL	Cloud	AWS, Azure
OSs	Linux, Windows, macOS	Security	Antivirus, Malware Removal, SSL/TLS, IAM
Scripting	Shell Scripting, Batch Files	Backup/Recovery	Acronis, Veeam, Windows Backup
Networking	TCP/IP, DNS, DHCP, VPN, Firewalls	Database Management	MySQL, PostgreSQL, SQL Server
Monitoring	Zabbix, PRTG, SolarWinds	Software Support	Office 365, Adobe Suite, Collaboration Tools
Ticketing	Jira, ServiceNow, Zendesk, Freshdesk	Asset Management	SCCM, ManageEngine, Lansweeper
Virtualization	XenServer, VMware, VirtualBox, Hyper-V	User Training	Technical Writing, Training Sessions, Guides
Documentation	Confluence, Wiki, Knowledge Base	Customer Service	CRM, SLA Management, ITIL

RECENT EXPERIENCE

Avrioc Technologies - Senior Software Engineer / Technical Support Specialist June 2023 - Present

- Provided technical support for the Chess Engine and platform, assisting users with troubleshooting and resolving issues.
- Led the development of a scalable and resilient Chess platform using NodeJS/React, ensuring a seamless user experience and efficient system performance.
- Optimized data storage and retrieval processes with NoSQL databases like Cassandra and Redis.
- Automated deployment processes with Jenkins, improving release management and reducing manual intervention.
- Monitored system performance and alerts using Prometheus, Grafana, and ELK Stack, proactively addressing issues.
- Contributed to the implementation and maintenance of AI services, ensuring optimal performance and reliability.
- Collaborated with development teams to ensure smooth integration of new features and services.
- Tasks included: Coding, testing, release, and documentation for deliverables.
- Technologies used: AWS, Kubernetes, Docker, Jenkins, Cassandra, Redis, Grafana, ELK Stack, NodeJS, React and Python.

HCL Technologies - Senior Software Engineer September 2019 - May 2023

- Supported the Great Voice-to-Meaning platform “Houndify” by addressing user-reported issues and ensuring smooth operation of the Arabic voice recognition and NLP services.
- Built and maintained domains for car control and knowledge queries, providing technical assistance and resolving issues.
- Integrated external data sources, enhancing the platform’s knowledge base and performance.
- Deployed sub-modules and managed updates, ensuring minimal disruption to users and maintaining system stability.
- Implemented CI/CD pipelines using Jenkins, streamlining deployment processes and reducing downtime.
- Conducted extensive testing and debugging, ensuring high-quality deliverables and efficient issue resolution.
- Tasks included: Coding, testing, release, and documentation for deliverables.
- Technologies used: C, C++, Python, JavaScript, Lua, Bash scripting, Docker, Kubernetes, Jenkins.

Omdurman Ahlia University - Technical Support Engineer March 2017 - May 2019

- Provided technical support for university systems, including troubleshooting issues for staff and students.
- Assisted in the setup and maintenance of virtualized environments, ensuring system stability and performance.
- Developed and maintained software solutions for university systems, including student information systems and library management systems.
- Configured and monitored network security measures, including firewalls and ensuring data security and integrity.
- Automated routine maintenance tasks using Bash scripting, reducing downtime and improving system reliability.
- Implemented monitoring tools such as Nagios and Zabbix to proactively track system performance and address issues.
- Participated in disaster recovery planning and drills, ensuring quick recovery in case of data loss or system outages.
- Provided training and support to staff and students, enhancing their ability to use IT resources effectively.
- Maintained detailed documentation of IT infrastructure and policies to facilitate troubleshooting and compliance.

EDUCATION

New Kalakla Secondary School 2005 - May 2010

 **Omdurman Ahlia University** 2009 - May 2014
BS.c of Computer Engineering

PROFESSIONAL CERTIFICATIONS



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