

AHMED ALI M. 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	Backup/Recovery Acronis, Veeam, Windows Backup
OSs Linux, Windows, macOS	Database Management MySQL, PostgreSQL, SQL Server
Scripting Shell Scripting, Batch Files	Documentation Confluence, Wiki, Knowledge Base
Networking TCP/IP, DNS, DHCP, VPN, Firewalls	Software Support Office 365, Adobe Suite, Collaboration Tools
Monitoring Nagios, Zabbix, PRTG, SolarWinds	Mobile Support iOS, Android, Mobile Device Management
Ticketing Jira, ServiceNow, Zendesk, Freshdesk	Asset Management SCCM, ManageEngine, Lansweeper
HW Support Troubleshooting, Printers, Peripherals	User Training Technical Writing, Training Sessions, User Guides
Virtualization VMware, VirtualBox, Hyper-V	Customer Service CRM, SLA Management, ITIL
Cloud AWS, Azure	Remote Support TeamViewer, AnyDesk, Remote Desktop
Security Antivirus, Malware Removal, SSL/TLS, IAM	

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.
- Participated in building and maintaining data pipelines using Apache Kafka and AWS Kinesis, supporting real-time data processing and analysis.
- Optimized data storage and retrieval processes with NoSQL databases like Cassandra and Redis, ensuring high performance and reliability.
- Automated deployment processes with Jenkins and GitHub Actions, 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, Terraform, Jenkins, GitHub Actions, Apache Kafka, AWS Kinesis, Cassandra, Redis, Prometheus, Grafana, ELK Stack, NodeJS, React, C++, Python, JavaScript, and Bash scripting.



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 user 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 hardware and software issues for staff and students.
- Assisted in the setup and maintenance of virtualized environments using XenServer, 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 intrusion detection systems, 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, policies, and procedures to facilitate troubleshooting and compliance.
- Technologies used: XenServer, VMware, Nagios, Zabbix, firewalls, intrusion detection systems, and various automation and scripting tools.

EDUCATION



Omdurman Ahlia University
BS.c of Computer Engineering

2009 - May 2014

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