

# AHMED ALI MOH. 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

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

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

## PROFESSIONAL CERTIFICATIONS

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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  |