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 Secondery School	**2005 - May 2010**
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