

# Alhassan Hossny Ahmed

## Software Engineer / System Administrator

♂ Male 📅 01/09/1998 📍 Cairo, Egypt 💍 Married 🛡 Military Service Completed : 2023

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### 📄 Profile

Highly motivated, goal- and detail-oriented Software Engineer with 3+ years of experience, possessing organizational and time-management skills. Extensive practical experience in the fin-tech industry with expertise in various operating systems, network applications, and client management. Recognized by peers as a production team member with integrity and having a high level of commitment to identify challenges and find solutions.

### 🎓 Education

#### Bachelor's degree in computer science

2016 – 2020 | Luxor, Egypt

Faculty of Computers and Information Luxor University 📄

Accumulative grade: Good.

Graduation Project: (AAAS) Automated Academic Advising System:

(ERP) System works as an academic advisor and serving Academic approach.

Project Team leader | Grade : Excellent

### 📁 Professional Experience

#### System Administrator (Part Time - Hybrid)

07/2023 – present | Sohag, Egypt

Dar Elteb Hospital 📄

- Installing, configuring, and maintaining operating systems, applications, and hardware.
- Ensuring the proper functioning of networks, including LANs, WANs, and internet connections.
- Implementing and maintaining security measures to protect systems and data from unauthorized access and cyber threats.
- Providing technical assistance to users, troubleshooting issues, and resolving problems related to hardware, software, and network connectivity.
- Monitoring system performance, identifying potential issues, and taking corrective actions to ensure optimal performance.
- Creating and maintaining documentation for system configurations, procedures, and troubleshooting steps.
- Creating and managing user accounts, permissions, and access rights.
- Ensuring the secure storage, backup, and recovery of data.
- Planning and implementing hardware and software upgrades to keep systems up-to-date and efficient.

#### IT Support Specialist (Part Time - Onsite)

07/2023 – present

Edge-Pro for Information Systems 📄

5th Settlement, Cairo, Egypt

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Follow-up and update customer status and information Pass on any feedback or suggestions by customers to the appropriate internal team Identify and suggest possible improvements on procedures

#### Web Developer & SEO Specialist - Freelance (Remote)

05/2025 – present | Ontario, Canada

Archi Home For Home Renovation 📄

Ensuring websites are fast, efficient, and optimized for search engines (SEO).

Implementing security best practices, monitoring for vulnerabilities, and addressing security threats.

Keeping websites up-to-date with the latest WordPress versions, plugins, and security patches.

Working with clients to understand their requirements, providing updates, and addressing any concerns.

#### Web Developer - Full Time (Remote)

09/2024 – 08/2025 | Tallin, Estonia

TechWebInnovations OÜ 📄

- Design and develop customized websites for clients using platforms such as WordPress, WooCommerce and Divi.
- Develop new features and functionalities for client websites based on their business requirements.
- Creating and testing applications, interfaces, and navigation menus for a website.
- Writing code for the website using programming languages such as HTML, CSS, JavaScript, PHP, and MySQL.
- Collaborating with graphic designers and product managers to translate design ideas into web-compatible code.
- Managing website updates, maintenance, and troubleshooting issues.

- Ensuring websites are accessible on all devices and browsers.
- Investigating and resolving production issues.
- Responding to escalated customer questions from the Support team.
- Performing root-cause analysis for production errors.
- Developing software to automate operational needs.

**Web Developer - Freelance (Remote)**

03/2023 – 08/2024 | Cairo, Egypt

*Smart Medical Solutions For Medical Instruments*

Designing and developing the front-end (user interface) and back-end (server-side) of WordPress websites, including creating themes and plugins.

Tailoring WordPress to meet specific client needs, including modifying existing themes and plugins or building new ones from scratch.

Identifying and resolving technical issues, including debugging code and fixing website errors.

**System Admin / DevOps Intern**

03/2023 – 06/2023

*Information Technology Institute (ITI) - Intensive Code Camp*

- DevOps:-
- Skilled in containerizing with Docker.
  - Skilled in container orchestration with Kubernetes.
  - Configuration management with Ansible.
  - Provisioning with Terraform.
  - CI/CD Pipeline with Jenkins & HELM.
  - AWS cloud practitioner & SysOps Administrator.
  - Microsoft Azure fundamentals.
  - Basic knowledge of version control with Git & GitHub.

- System Administration:
- Installing, configuring, troubleshooting and Managing Linux Server (RHCSA)
  - VMware vSphere: install, configure, and management.
  - Installing and configuring Microsoft windows server (MCSA).
  - Configure web server Administration (Apache)
  - Bash shell scripting
  - Network Administration:
  - CCNA Routing & Switching 200 – 301.
  - Fundamentals of network security.

**Web Developer & SEO Specialist - Full Time (Remote)**

01/2021 – 12/2021

*Share-In Marketing&Event Planning Agency*

Managing and updating website content, ensuring it aligns with the company's brand and message.

Implementing SEO best practices to improve website visibility and search engine rankings.

Tracking website analytics and making data-driven decisions to improve performance.

Keeping up with the latest web design and development trends to provide relevant advice and solutions.

Skills

- |   |  |
|---|--|
| <b>Communication</b> — Proficient         | <b>Presentation</b> — Proficient                     |
| <b>Critical Thinking</b> — Proficient     | <b>Attention to details</b> — Proficient             |
| <b>Teamwork</b> — Expert                  | <b>Leadership</b> — Proficient                       |
| <b>Technical Proficiency</b> — Proficient | <b>Problem-Solving</b> — Proficient                  |
| <b>Customer Service</b> — Expert          | <b>Organization and Time Management</b> — Proficient |

Languages

Arabic — Native • English — Level : B2 (Above Intermediate)

Certificates

- |   |   |                                   |
|---|---|-----------------------------------|
| - VMware Professional Data Center Virtualization        | - ITI Intensive Code Camp System Administration Track | - CCNA: Introduction to Networks  |
| - CCNA: Switching, Routing, and Wireless Essentials     | - Software Defined Storage Concepts                   | - Network Virtualization Concepts |
| - CCNA: Enterprise Networking, Security, and Automation | - Cloud and Virtualization Concepts                   |                                   |

References

References will be furnished upon request