

# Mohamed Khaled ElBeltagy

*A passionate Networks Engineer with interest in Information Security, Cloud Computing and Technical problem solving and troubleshooting, searching for an opportunity to advance my career and to work for a mission I'm enthusiastic about.*

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## EDUCATION

### German University in Cairo, M.Sc. Networking Engineering

#### Image Encryption for secure data transmission

2021- 2022

Degree: A+

- Implemented a triple layer of information security (images & blue prints encryption) using combination of keys and substitution boxes, (Python, Mathematica Wolfram & MATLAB)
- Wrote and participated in multiple of conference research papers and worked on journal paper

### German University in Cairo, B.Sc. Networking Engineering

2015-2020

Degree: Very Good

### Patriarchal College Heliopolis (ex Freres) School,

2002-2015

General Secondary Certificate (Thanaweya Amma)

## Bachelor Project

### StegoCrypt3D: 3D Object and Blowfish

fall 2019

Degree: Excellent

- Implemented a double layer of information security using cryptography (Blowfish) and steganography (LSB), (Mathematica wolfram & MATLAB)

## Technical experience

### Technical Support Engineer 2, Dell Technologies

April 2021 - Current

- Handled first and second level incidents related to converged infrastructure products. (Cisco UCS, Nexus switches (9K & 3K), MDS switches, cisco FI, Dell EMC storage and data protection products, VMware virtualization troubleshooting)
- Participated and shadowed issue investigation and resolution with Complex recovery team for extra knowledge and experience
- Volunteered in lab setup, upgrade and configuration
- Analyzed logs and core files as needed to form a proper action plan and to guarantee a solution to the customer issues
- Participated in content creation for the knowledge base articles database through accurate case documentation and participated in bugs reporting and investigation through Jira tool
- Interfaced with customers via email, phone and Zoom/Webex sessions for cases troubleshooting and investigating
- facilitated dispatches and hardware replacements for (EMC & Cisco) products
- Mentored 3 newcomers through facilitating the technical and the process procedures
- Got recognized for achieving top customer satisfaction with customer from different regions

### Technical Support Engineer, Orange Business Services

October 2020 - March 2021

- Provided a professional first technical point of contact for the customer. (TCP/IP connections)
- Monitored systems, customer network security and products through a proactive system and dealt with alerts and events as appropriate
- Documented all troubleshooting and case management actions via the electronic case management system
- Performed technical escalations in the line with company procedure
- Participated in various dispatches management and guaranteed high customer satisfaction

### Junior Teaching Assistant, German University in Cairo

feb 2019 - jun 2019

- Participated in different projects and experiments using VMware, Linux and Java.(web-server,

## Languages

Fluent in Arabic and

English,

German B1,

French basics.

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## Programming

## Languages

Python, Java, HTML,

CSS, Matlab, SQL

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## Skills &

## Qualifications

Linux (RHCA course),

VMware VCA, VCP

(Certified),

ISMv4 (Certified),

CCNA Routing &

switching,

Databases, APIs, Git,

Wolfram Mathematica,

Windows Server,

Microsoft Office

- chatting app, stream sharing)
- Evaluated and supervised 30+ students
- Achieve excellent feedback results

### **Technical Support intern, BARQ Systems**

jul 2018 - Aug 2019

- Explored networks fundamentals, Routing and Switching Protocols and Security techniques
- Enhanced my skills using Linux and VMware workstation

### **Summer Research intern, German University in Cairo**

jul 2018 - Aug 2019

- Participated in building Cloud and fogs using data from image processing processing (Matlab).
- Participated in Implementing machine learning code using a regression algorithm (Python).

### **Summer intern, Petrojet**

Aug 2017 - sep 2017

- Rotated over different teams in the new Petrojet headquarter project.
- Observed the functionality and the implementation of the communications & networks systems, fire system and the security system.

## **PROJECTS**

### **House Pricing Prediction — 2020**

- Used machine learning techniques on houses features in order to predict the houses pricing, (Python).

### **Research paper in information security — 2020**

- Used RSA encryption technique and Lorenz system to secure my data, (Mathematica Wolfram).

### **Network Planning — 2020**

- Simulated users and resource units and planned their connections through different scenarios of optimal solutions, (MATLAB).

### **IOT Project — 2020**

- Implemented real-time heat sensors that show their readings through LEDs, (C, Arduino & things-board).

### **Resource allocation in LTE — 2019**

- Allocated resources through different allocation techniques, (MATLAB).

### **Chatting Application — 2018**

- A Java Desktop Chatting App, (Java)

### **Harry Potter Game — 2016**

- Creating a complete card game with GUI, (Java)

## **EXTRACURRICULAR ACTIVITIES**

### **Co-founder, Expression of Platinum GUC (speech club) — 2020**

- Participated in members recruitment
- Participated in forming the vision and the mission of the club
- Participated in speeches and organized the timeline

### **Member, Youth establishing skills team, BDAYA GUC — 2018**

- Participated in charity work and helped in organization and marketing for the charity campaigns

### **Member, Coordination & Logistics Committee, MODEL OF UNITED NATIONS, GUC — 2017**

- Supported in asset management and setting up the venues for different events and sessions.

### **Member, Public Relations Committee, IEEE GUC — 2016**

- Contributed to organizing different IEEE events and attracting sponsors.