Christine Raouf Farag

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Career Objective

Working as a software developer to follow my passion to build innovative platforms and pursue a highly rewarding career, seeking for a job in a challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth and the benefit of the community.

Education

Postgraduate Training Program: "9-Month Professional Diploma" by Information Technolgy Institute (ITI)
Open Source Applications Development Track
October 2014 - April 2015

Faculty of Engineering, Cairo University
Electronics and Communications Engineering
2008 – 2013
Grading: Very Good with honor degree
Graduation Project: Excellent

Graduation Project: (On board diagnostics – Valeo Egypt)

"Embedded On Board Diagnostic System "OBD" is a system that is based on a device that is plugged into a vehicle to diagnose its status. Electronic system of the vehicle is based on Control Area Network CAN which links all sensors in the vehicle. OBD is plugged as a node in the CAN bus and acquires data from all sensors. This data indicates status of different functions of the vehicle like speed of motor, viscosity of oil, brake status……etc. The OBD decode and process this data then displays all this information on screen. This project is aimed to design an OBD device on the hardware and software levels embedded in a vehicle to be a portable scanning tool which allow the user to know his car status anywhere and anytime.

High School: Collège Saint Vincent de Paul
Secondary Education Certificate
2005-2008
Score: 97.3 %

Professional Experience

- **Technical Support Engineer I – EMC– May 2015 – Present**

    - Regularly provides technical support expertise in a complex information infrastructure environment with the need to integrate EMC products and systems with other EMC and non-EMC computer systems being operated by customers.

- Ability to convey sophisticated ongoing technical system support is critical to, and an essential component of, both EMC's business operations and the business operations of EMC customers.

- Applies technical support expertise to resolve customer issues. Customer requests may be received by Support Centers through automated dial-homes, voice initiated technical calls from Customers, Partners, remote maintenance calls, internal and field EMC employees, Chat and Web support calls.

- Works closely with peers and internal SMEs to increase knowledge and resolve customer issues.

- Identifies and provides resolutions to technical problems. Uses trouble-shooting tools, content and analytical practices to help determine best way to resolve identified and unidentified problems.

- Writes KB articles for technical issues and how to solve them.

- Communicates with customers in English and French.

- **Software (Javascript) Developer - Spime Sense Labs - March 2014 – September 2014**

Master of Things (MoT) is an M2M visual IDE that introduces plug & play concepts into the Internet of Things world. MoT overcomes the main obstacle faced by industry experts and industrial engineers. It provides an easy and standard way to collect data from various sensors and makes the sensors data available inside its visual application development environment.

My work duties were:

- Building and designing the architecture of the MoT Platform architecture.

- Building the initial database design using MySQL.

- Building front end features using javascript.

- Cooperating with back end developers using Node.JS.

- Testing new features.

Technical Skills

HTML/CSS/ Javascript	MySQL
MongoDB	AngularJS
NodeJS	Express
MEAN Stack	Restful APIs
PHP	Zend Framework
Python	Ruby
Perl	Version Control : Git

Red Hat I,II, III	Bash Shell Scripting
C/C++	Java SE

Certificates

- VMware Certified Professional 6 – Cloud Management and Automation 19th June 2016 – 19th June 2018

- VMware Certified Professional 6 – Data Center Virtualization 16th February 2016 – 16th February 2018

- Implementation Engineer, Avamar Specialist Version 7.0 (EMCIE) August 2015 – Present

- Information Storage Associate Version 2 (EMCISA) May 2015 - Present

- DELF B2 Diplôme d'études en langue française.

Courses

Technical Support Engineer I – EMC – May 2015 – Present

- VMware vSphere: Install, Configure, and Manage
- SAN management
- Host to Storage SAN implementation
- Tailored Information Storage and Management

Postgraduate Training Program: "9-Month Professional Diploma" by Information Technolgy Institute (ITI)

List of courses attached to my LinkedIn profile.

Languages

- Arabic: Mother Tongue
- French: Excellent
- English: Excellent

Personal Information

- Date of Birth: 16/07/1991
- Nationality: Egyptian