

# Fady Mahrous

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## Python Developer | Linux System Administrator

**Python Developer:** with over 3 years of experience and a strong foundation in data structures, algorithms, and object-oriented programming. Passionate about building robust, scalable solutions that streamline workflows and boost efficiency.

I specialize in Python automation, FastAPI, Django, and interface development, leveraging advanced libraries to create high-performance applications. On the data side, I work with Python (Pandas), SQL, and Bash scripting to clean data, optimize processes, and uncover actionable insights.

Throughout my professional career, I focus on writing clean, maintainable code that solves real-world problems, and my expertise in algorithms helps me design scalable, efficient systems—whether it's automating tasks or tackling complex challenges.

**Linux System Administrator:** Over 9 years of experience in application technical support “Ericsson BSS (SDP,OCC,CCN,AIR,NGVS,NGCRS,ECNMT,...)”, with a strong background in Linux administration, Bash scripting, log analysis, and root cause identification using tools like Wireshark. Experienced in managing critical system incidents following ITIL methodologies. Skilled in Python and Bash scripting for early failure detection and performance monitoring. Proficient in Docker, and foundational knowledge of AWS through online training. Familiar with implementing Backup & Recovery strategies and providing on-call support to ensure high system availability.

## Technical Skills

**Programming:** Python (Advanced), Shell Scripting, Bash, Django, REST API Development.

**Infrastructure & DevOps:** Linux Administration, Docker, Kubernetes, PostgreSQL, MongoDB.

**Automation & Debugging:** Performance Monitoring, Automated Testing, Data Processing.

**Networking & Troubleshooting:** ITIL Incident Management, Wireshark, Network Protocols, Log Analysis.

## Key Achievements, Production Projects

- Developed a Python/Bash-based enterprise automation tool, increasing operational efficiency by 50% through streamlined workflows and process automation.
- Designed and implemented a custom Python solution, fully replacing an Ericsson product at Asiacell. Using Django, and built on MongoDB, my solution delivered 50% faster performance and improved customer complaint resolution by 70%.
- Enhanced infrastructure stability through automation, periodic monitoring, heartbeats, significantly reducing system downtime by automating backup processes and improving overall reliability.

## WORK EXPERIENCE

**Asiacell Communications PJSC • Sulaymaniyah, •03/2022 – 12-2024**

**Python Developer | Chagrining Operation Expert**

- **Programming Expertise:** Led the development of a groundbreaking technological support application from scratch, demonstrating mastery in Python, Shell Scripting, Django, and front-end development.
- **Data Analysis Proficiency:** Utilized advanced data processing tools like Pandas, PostgreSQL, and MongoDB to create a transformative solution that not only catapulted team productivity but also became pivotal in resolving subscriber complaints.

- Offering End-to-End Ericsson Charging Support: From OS/DB to application level, serving as the go-to technical escalation point for the Charging team. Specializing in providing technical support for new projects and integrations.
- Logical Problem Solving: Applied logical thinking and problem-solving skills to address complex operational challenges, elevating customer satisfaction and showcasing an ability to deliver quantifiable results.

## **Ericsson • Egypt • 09/2018 - 03/2022**

### **Customer Support Engineer**

- Debugged upgrade issues (Python Codes), to maintain seamless automatic upgrades operations.
- Ensured 24/7 stability of Ericsson Charging systems (SDP, AIR, CCN, OCC, NGCRS, EMM, EMA, VS, CS-NMT) across application, database, and OS layers.
- Strong expertise in Linux, database technologies, and advanced troubleshooting, with a proven ability to resolve complex technical issues through detailed log and trace analysis.

## **Huawei Technologies • Egypt • 01/2018 - 09/2018**

### **TAC Support Engineer**

- Provided frontline support for Huawei's Ring Back Tone (RBT) product across North Africa, the Middle East, and South Africa.
- Specialized in troubleshooting at application, OS, and Oracle levels while ensuring SLA compliance and effective customer communication.
- Key achievements: Conducted workshops, implemented new RBT testbeds, and delivered exceptional KPI improvements.

## **Orange • Egypt • 04/2014 - 01/2018**

### **IN Skill Center Engineer**

- Delivered first-line support for Orange FT-group affiliates in collaboration with Ericsson.
- Skilled in Linux administration, advanced Oracle issues, CRS database schema, SS7 signaling, log analysis, and network protocols.
- Represented Orange-FT at annual affiliate meetings, contributing to technical advancements and best practices.

## **EDUCATION**

**Bachelor** in Electrical and Electronics Engineering El Shorouk Academy • 01/2009 – 01/2013

## **Languages**

English IELTS Score C1

Deutsch A2

## **CERTIFICATIONS**

**Support Engineer Job Stage 6** • 07/2021 Presented by Ericsson

**Cisco Certified Network Associate**– 2014

**Cisco Certified Network Professional** – Routing Track–2016

**Introduction to Cloud Computing on AWS for Beginners**–2025 Presented by Udemy

## **SKILLS**

SQL, NoSQL, Intelligent Networks, Python (Programming Language), Django, Customer Support, Shell Scripting, Bash, Technical Support, Ericsson OSS, Linux, Docker, Kubernetes, PostgreSQL, Wireshark, Network Protocols, Full-Stack Development, Back-End Development, Data Cleaning, Automated Scripting, Performance Monitoring, Version Management Git, MS Microsoft Office.