Ibrahim Ahmed Mintal

DevOps Engineer | System Administrator

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in www.linkedin.com/in/ibrahimmintal/ ○ www.github.com/ibrahim-mintal/ 🛡 Exempted

SUMMARY

- Experienced IT Systems Engineer with +8 years in IT Aviation, skilled in airport systems (ARINC, SITA), system administration, and cloud platforms (AWS, Azure). Solid background and hands-on experience in designing secure, high-performing, cost-optimized, and resilient AWS architectures and solutions.

WORK EXPERIENCE

Airport Systems Administrator, *AVIT - Aviation Information Technology Co.*　　　05/2017 – Present
Alexandria, Egypt

- Implementation, maintenance, and optimization of ARINC and SITA airport specific IT systems, including (AODB, RMS, FIDS, DCS, AOCC, CUSS, CUPPS, and BRS).
- Administering and managing Local-DCS (Damarel, Maestro) and providing training and technical support to customers.
- Manage airport infrastructure components such as (network, servers, data centers, gates, check-in counters, FIDS).
- Monitor network and system performance to ensure stability and efficiency for both service providers and customers.
- Escalate unresolved issues to the 2nd and 3rd level of support and following up with customers to ensure that issues resolved.
- Providing 24/7 day-to-day 1st line support via phone, in person and email as appropriate.
- Create tickets on Web-based Ticketing systems (Alloy, ServiceNow, Trillium) and following up within the expected SLAs.
- Perform routine and scheduled audits of all systems.

Key Projects:

HBE Airport Expansion (Terminal 2) – ARINC　　　May 2024 – June 2024
- Installing and configuring all necessary ARINC hardware and software components.
- Deployment and implementation of ARINC airport systems in the new terminal.
- Collaborating with the cross-functional teams (Orascom/Taisei-EAC-ARINC) to ensure smooth operation.
- Performing test scenarios to verify systems functionality and performance.
- Providing training and support to airport and airlines staff.

HBE Airport (Terminal 1) – SITA to ARINC Swap　　　Mar 2022 – April 2022
- Executing full transition from SITA to ARINC systems with minimized downtime during the swap.
- Deployment and implementation of ARINC airport systems.
- Performing test scenarios to verify systems functionality and performance.

HBE Airport (Terminal 1) – SITA Upgrade　　　June 2017 – June 2017
- Upgrading all SITA airport systems including all software and hardware components.
- Ensuring smooth operation after the upgrade.

Radio Network Engineer, *Trio-Telecom Co. (Vodafone Egypt)* 01/2016 – 12/2016
Alexandria, Egypt
- Identifying and resolving mobile network issues like (Dropped calls, Blocked calls, Missing neighbors, Overshooting, Cross sectors / feeders, Pilot pollution, Poor coverage, HO Failure).
- Monitor system performance indicators KPIs such as RSRP, SINR, Upload and Download throughput.

Field Maintenance Engineer, *Orascom Telecom Co. (Orange Egypt)* 12/2014 – 11/2015
Alexandria, Egypt
- Field Maintenance of Orange Mobile Network inside Alexandria.
- Operation & Maintenance of all 2G/3G Technology BSS (BTS, Node B, Microwave, Antenna) equipment.
- Worked closely with NOCs for resolving the Radio Site issues in an efficient manner.
- Leading & Managing team of Technicians and Drivers.

CERTIFICATES

AWS Certified Solutions Architect - Associate ⬈
July 2025

AWS Certified Cloud Practitioner ⬈
March 2025

TECHNICAL SKILLS

System Administration
- Windows
- Linux

Airport Systems
- AODB - RMS - AOCC - CUPPS
- CUSS - FIDS - BRS - Biometric

Virtualization
- VMware (ESXi - vCenter)
- Hyper-V

Infrastructure as Code (IaC)
- Terraform

Configuration Management
- Ansible

Monitoring
- Prometheus

Cloud Platforms
- AWS
- Azure

Version Control
- Git & GitHub

Scripting
- Bash

Containerization & Orchestration
- Docker
- Kubernetes

CI/CD
- Jenkins

EDUCATION

BSc. in Electrical Engineering, Communications and Electronics Dept, 09/2009 – 07/2014
Alexandria University, Faculty of Engineering Alexandria, Egypt
- **Grade**: Very Good

Graduation Project
- A quad copter with real-time surveillance IP camera which performs Object Tracking and Face Recognition using image processing by OpenCV library in C/C++.
- **Grade**: Excellent

LANGUAGES

English
Fluent

Arabic
Native