**Ahmed Mashhour**

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HIGHLIGHTS OF QUALIFICATIONS

* Experience in the full software development lifecycle from concept through delivery of next-generation applications and customizable solutions.
* Mastery of source code management tools SCM such as GitHub, CA Harvest, SVN.
* Understands the IT service life cycle by functioning in numerous positions.
* Ability to implement procedures to improve efficiency, productivity, and processes.
* Six years’ experience in server audits, migration plans to supported versions of servers.
* Modernized technical and process documentation skills (rewarded for good documentation)
* Maintenance of positive client experience and excellence in support delivery
* Five years’ experience UNIX and Red Hat Linux RHEL system administration.

TECHNICAL EXPERTISE

**Platforms:**  GitHub, Jenkins, JIRA, Confluence, Windows Server, AIX, RHEL

**Tools**: Git Bash, GitHub Desktop, Jenkins, UrbanCode Deploy UCD, CA Harvest, SVN, Shell Scripting, Bash

PROFESSIONAL EXPERIENCE

**Cognizant, Technical Systems Analyst** (June, 2018 – Present, Toronto, Canada)

*Technical Scope: GitHub Enterprise; Git; CA Harvest; SubVersion SVN; Jenkins; UrbanCode Deploy UCD,* JIRA; Confluence*; Windows Server 2008 – 2010 – 2016*

* Orchestrating technical design meetings to facilitate decision making and strategic planning for complex problem solving and implementation.
* Developing implementation alignment strategies for multiple development streams impacting common components.
* Interacting with different business and applications to protect client data protection.
* Creating and documenting all business and operational processes.
* Liaison with source system owners to understand the format and semantic content of sensitive data.
* Following and implementing enterprise application security practices.
* Actively contributing to any team discussions, adding value by sharing experiences and providing technical know-how to the team.

**IBM, Unix/Linux System Administrator III** (April, 2017 – June, 2018, Brno, Czech Republic)

*Technical Scope: RedHat Linux V 6 & 7, AIX version 5.3, 6.1, 7.1, 7.2; NIM (Automation); AIX/VIOS backups; IBM Hardware Management Consoles (HMC); HMC upgrades; Shell scripting.*

* The focal point for GE Money Bank customer in France, with over 100 users and 100 UNIX and Linux servers, worked with several critical situations due to the nature of the banking environment.
* Orchestrated system engineering for server operating system, system management software, and operating system utilities across over 100 servers.
* Eliminated over 50% of the excess cost in the renewal of Oracle licenses by suggesting and implementing CPU pool modification changes, received recognition for such suggestion.
* Specially selected to be assigned to several high visibility projects, based on unique expertise with OS and previous good experience
* Patched AIX system defects, served as project lead in system migrations, backups and installations, and operating system configurations.
* Deployed configuration tools using legacy automation solutions similar to Puppet and Chef, and configured different monitoring solutions such as (Nagios, ITIM, Centreon).
* Implemented Agile methodologies that increased team productivity and facilitated communication significantly, helped the team’s transformation to Agile.

**IBM, Senior Software Engineer – Remote Technical Support** (December 2012 – March 2017, Cairo, Egypt)

*Technical Scope: IBM Products (UNIX, AIX, Virtualization, PowerHA (Clustering), NIM (Automation)).*

* Supported both Canadian and US customers across different time zones.
* Provided technical leadership for IBM products, including installations, upgrades, configurations, troubleshooting, and collaboration with development and design team.
* Directed all aspects of server administration and IBM support as a Subject Matter Expert for the department to answer procedural questions, critical troubleshooting, and developing revised standards and methods.
* Promoted from Software Engineer and assigned several technical and leadership tasks.
* Led a team of five to become the top-rated team in the center (over 200 employees) which significantly increased team results and operations.
* Created and maintained a knowledge base that helped reduce the resolution time of most tickets, I was awarded for such initiative by management.

EDUCATION AND TRAINING

**Bachelor of Science in Electrical Engineering (February 2013)**Telecommunications Major, German University in Cairo, Egypt