

Mohamed Ali

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EXPERIENCE

Open Systems International— *Technical Support Engineer*

August 2023 - Present

- Handled system patching, license updates, and environment setup.
- Created and updated troubleshooting guides and training materials, boosting team efficiency and knowledge sharing.
- Developed and executed patching procedures for various products, including backups, upgrade scripts, deployments, data updates, reboots, and failovers.
- Monitored and managed operational systems such as SCADA, ADMS, EMS, and GMS.
- Worked with both Windows and Linux servers, supporting diverse software and hardware setups.
- Provided remote technical support for SCADA systems, ensuring customer control systems remained reliable and well-maintained.

Aperture Pet & Life, Golden Valley — *IT Integration Analyst*

May 2023 - August 2023

- Developed, improved and maintained the following applications: Sage, Fastfetch, Proship and BRS-Sync (facilitates communication between systems like Magento and Sage)
- Identified and developed software and/or hardware solutions that improve business workflows
- Wrote software (in Python) that helps to automate and eliminate bottlenecks and improve reliability of the company's ERP, Picking and Shipping software
- Identified and developed software to integrate company data using ETL practices
- Assisted business users with writing report and identifying any table needed for reporting
- Worked with IT Integration Manager to identify Integration and Operations department needs

Data Glacier, Remote — *Data Analyst Intern*

December 2022 - March 2023

- Completed a multi-project internship in data science and analytics, mentored by industry professionals
- Worked with cross-functional teams to identify business problems
- Improved data analytics skills through ongoing training and development opportunities provided by the internship program

Skills

- React, Javascript
- Python & HTML
- Linux
- Data Visualization
- MS Office, Word, Excel, Access
- SQL / ETL

Certifications

- AWS Cloud Foundations
- Networking Fundamentals

Badges

Leadership Badge

Projects

Tableau — *Data Visualization*

<https://public.tableau.com/app/profile/mohamed6040>

Volunteers

Youth Build, St. Cloud June 2018 - July 2018

- Built sheds & Benches for elementary & High Schools
- Built a playground for Success Academy

SCSU IS Club, St. Cloud — *Webmaster*

Jan 2022 - May 2022

- Tracked down web errors
- Maintained a well-functioning web
- Managed and monitored server performance
- Uploaded and updated web pages
- Designed and organized web content

Sam's Club, St. Cloud — *Retail Sales Specialist*

June 2020 - May 2022

- Marketed company's promotions
- Handled large financial payments and records
- Trained and mentored new employees
- Organized all operations, focusing on quality and consistency
- Used Tech efficiently for communication across departments

EDUCATION

St. Cloud State University, St. Cloud, MN — *MIS*

Bachelor of Science in Information System

- Program nationally accredited by the Association to Advance Collegiate Schools of Business
- GPA: 3.66
- Member Of Muslim Student Association
- Member Of IS Club