

# Ahmed ElSayed Abd El Hameed Sallam

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## **PROFILE SUMMARY**

Dedicated and seasoned SQL Server Database Engineer with over 8 years of expertise in database performance monitoring, issue troubleshooting, and environment optimization. Demonstrates a keen analytical acumen coupled with exceptional problem-solving capabilities. Proficient in leveraging deep knowledge of database technologies and systems, with the versatility to operate both independently and in team-based settings. Outstanding communicator, adept at liaising between technical and non-technical stakeholders.

## **PROFESSIONAL EXPERIENCE**

### **ELsewedy Electric - Senior Database Support Engineer (May 2021 - Current)**

- Architected and rolled out databases, data collection systems, and Jasper reporting tools.
- Strategically devised and executed robust backup and recovery plans utilizing Microsoft SQL Server tools, achieving a notable 60% reduction in system downtime.
- Offered adept software support for IE Software Systems, consistently delivering reliable solutions.
- Engaged proactively with clients to address system glitches, ensuring optimal satisfaction and system functionality.
- Led a team of three, guiding them in troubleshooting and problem-solving.
- Trained the team in query formulation, SQL administration, and report generation.
- Educated them on how to handle problems and produce reports.
- Spearheaded a mission-critical project involving the migration of an extensive database and the timely generation of vital reports. Despite the constrained timeframe, successfully completed the migration with two team members ahead of schedule, achieving the desired outcomes. This accomplishment was recognized by the company with a substantial reward and was commended with a letter of appreciation from a minister.

### **AFAQY - Technical Support Executive (Dec 2019 - May 2021)**

- Remotely configured and validated GPS devices ensuring optimal functionality.
- Offered invaluable telephonic guidance to technicians during intricate installations and maintenance processes.
- Efficiently juggled and managed multiple concurrent open cases, ensuring timely resolution.

- Generated detailed procedural documentation and comprehensive reports to aid in process transparency and understanding.
- Played a pivotal role in the successful deployment of new application systems.

### **DANONE EGYPT – Application Support Engineer (Nov 2016 - July 2019)**

- Spearheaded the creation and modification of DANONE Egypt's master data utilizing Microsoft SQL Server tools (2008 & 2012).
- Collaborated closely with teams to work on reporting services such as Crystal Reports and SSRS.
- Diligently tested and validated new features ensuring seamless operation post IS project launches.
- Served as the primary point of contact for user support, efficiently logging incidents and providing swift resolutions.
- Maintained open channels of communication with clients, updating them on incident statuses via ticketing systems, emails, or direct calls.

### **Egyptian Army - Technical Support Engineer (2013 - 2016)**

- Provided strategic technical support as an Engineer for the Egyptian Army, contributing significantly over a span of 3 years.

## **EDUCATION**

Attained a Bachelor of Computer Engineering Science from Tanta University in July 2013. Graduated with commendable grades and was recognized with an "excellent" grade for the capstone project entitled "Collaborative Automatic Robots Using RF Technology." This academic journey fortified a robust foundation in computer engineering principles, systems design, and project management.

## **PROJECTS**

- **\*\*Danone IT Hardware Manager project\*\***: Spearheaded the integration of IT hardware systems to streamline operations at Danone Egypt.
- **\*\*Danone Omda project\*\***: Led a team to develop and launch the "Omda" initiative, a strategic project aimed at optimizing business processes.
- **\*\*Danone Asset Project\*\***: Oversaw the asset management project, ensuring efficient tracking and utilization of resources.
- **\*\*Danone Android Handheld Project\*\***: Initiated and managed the integration of handheld devices for on-the-go business operations.
- **\*\*Danone ELN Project\*\***: Championed the ELN project, focusing on enhancing electronic networking at Danone Egypt.
- **\*\*Elsewedy Electric\*\***:

- Directed the migration of databases from multiple companies to Elsewedy Electric, encompassing five major governmental entities.
- Successfully upgraded governmental databases from SQL Server 2012 to SQL Server 2019, ensuring seamless transition and data integrity.
- Revamped Jasper reports and played a pivotal role in optimizing data performance.

## **SKILLS**

- SQL Server: Top Proficiency
- Jasper Reports: High Proficiency
- PostgreSQL: Moderate Proficiency
- Python: Basic Proficiency

## **CERTIFICATIONS**

- CCNA R&S (Certified in 2016)
- Azure Fundamentals (Certified in April 2023)
- Azure Administrator Associate (Certified in May 2023)

## **DATABASE MANAGEMENT**

- Proficient in Microsoft SQL Server Development, Administration, and ETL Tools (SSIS, SSRS, SSAS)
- Administering Relational Databases on Microsoft Azure

## **REPORTING TOOLS**

- Skilled in Tableau, Microsoft Power BI, and Jasper Reports

## **CODE**

- Mastered Python for advanced data tasks and automation

## **SELF-STUDY**

- Committed to continuous learning, as evidenced by self-study in MCSA Windows Server 2012, various SQL Server tools, and more.

## **CORE COMPETENCIES**

- SQL Server Development - Database Administration - ETL Tools
- Azure Database Management - Jasper Reporting – Tableau- Power BI
- Python Programming - GPS Systems - Data Migration - Data Recovery- System Optimization