

# Ahmed Mohammed

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## Objective

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To use my skills in the best possible way for achieving the company's goals.

## Work experience

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### Shabakkat Cellular Company

FEB-2019 — July-2021

#### DPI Front Office Engineer

Managed and maintained the monitoring networks and servers for incident problems and provision customer network services on core equipment while supporting services for Engineering and other technical teams.

#### **Deep packet inspection: (DPI)**

- Traffic monitoring through Control center "PRTG".
- Communicate with other departments in a friendly and professional manner.
- Daily operation activity report 24/7 surveillance functions.
- Install, maintain & manage the entire range of Sandvine products installed at various locations in Saudi Arabia
- Initiate. Handle and follow up to closure on critical cases with Sandvine support teams and their developers, while also working together on real-time for high severity cases

### Shabakkat Cellular Company

July-2021 — Present

#### System Enginner

#### **System Enginner -Packetlogic/V (vDPI)**

- Participate and provide support on Planning Network Design (LLD and HLD).
- Troubleshoot and provide L1 & L2 support for any related network issue.
- Monitor, Measure and Report the Progress and Performance status of core network platforms.
- Performs tests on the Lab to verify the compatibilities, weaknesses and expected results.
- Follow up on the problems (identification, troubleshooting, monitoring, and resolutions).
- Prepare/Test/apply/verify the method of procedures (MOP) for Sandvine Solution.
- Provide on-call duties after normal working hours.
- Install, maintain and configure Cisco/Dell Systems devices(SW/Servers).
- Problem Management activities.
  - ☐ Preparing and reviewing the root cause analysis (RCA) reports.
  - ☐ Reviewing progress and results of Problem tickets with the vendors and the customer senior management.
  - ☐ Supporting in the determination of problem priority, service levels and corrective action.
  - ☐ Reactive and proactive problem management, to eliminate the root causes of the known incidents and identifying and preventing future incidents from recurring.

# Education

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Bachelor of Engineering of Information Technology (BE-IT)

2013 — 2018

Osmania University (Hyderabad – India)

High School Of Science

2019 — 2010

King Abudelaziz high school, (Riyadh – Saudi Arabia)

Diploma in Advance English

2012 — 2013

british educational academy (Hyderabad – India. )

# Certifications

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## 1.MCSE (Microsoft certified solution Expert )

Issued in: December 2017 (certificate No G594-2685)

## 2.Cisco Certified Network Associate (CCNA)

Issued in: November 2019 (Cisco ID : CSC013526915)

## 3.Redhat certified System Administrator (RHCSA- EX200) | "Currently pursuing"

# Courses (TRAINING)

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- Certification of training in CCNA security.
- Certification of training in CCNP security.
- Certification of training in Linux administration.
- Basics of Linux shell scripting
- RHCSA for Red Hat OpenStack: Using OpenStack (Compute and Network Services)
- Fundamentals of Cloud Computing.
- Linux Server Virtualization.
- AWS cloud

# Languages

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- **Arabic**

Level: (Native)

- **English**

Level: (Expert)

# Skills

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- Management Skills.
- Problem-solving.
- Teamwork.
- Communication.
- Decision Making.
- Creativity.

# Memberships

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الهيئة السعودية للمهندسين - Saudi Council of Engineers

Membership/Role: Engineer

Member since: March 2019