**Ramadan Mansoura**

[rmansoura@gmail.com](mailto:rmansoura@gmail.com)

**SUMMARY:**

* Over 10 years’ experience as Technical Support Engineer.
* Strong expertise in troubleshooting Linux (SUSE, RedHat, Ubuntu).
* Proficient in Linux networking.
* Solid understanding of Cloud computing , virtualization and DevOps.

**TECHNICAL SKILLS:**

* **Languages:** Shell Scripting and automation using chef.
* **Tools:** Vagrant, VirtualBox, SSH, Rsync, GnuPG, , SalesForce, Git, Github, WebEx, GoToMeeting, Adobe Connect.
* **Operating Systems:** SUSE Linux, RedHat Linux, UBUNTU Linux, Windows, MacOS, FreeBSD, Solaris, OpenBSD
* **Databases:** MySQL,MSSQL Server, SQLLite, Berkeley DB
* **Application Servers:** Jetty and Apache Tomcat
* **Protocols:** TCP/IP, DNS, SMPT, IMAP, POP3, HTTP, REST, LDAP, SSH, TLS, NFS,SSL
* **Software:** OpenStack, Postfix, Amavis-new, Clamav, OpenLDAP, Lucene, Nginx, Qmail, Apache, IIS,Nagios, Exchange Server, Amazon Web Services.

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**EXPERIENCE:**

**VMware /Zimbra - Sr. Technical Support Engineer, Palo Alto, CA Feb 2010 - May 2013**

* Maintain an internal lab for problem reproduction and testing features.
* Provide an excellent customer support and fix problems in a timely manner.
* Share knowledge with team in areas of my expertise.
* SSL Certificate escalation engineer.
* Troubleshoot backup problems.
* Perform system disaster recovery.
* Perform system performance tuning.
* Maintain support lab consisting of vSphere Cluster and EMC Clarion/Celerra environment.
* Document technical problems and best practices for re-use by customers and partners.

**Yahoo! / Zimbra - Sr. Technical Support Engineer, Sunnyvale, CA Oct 2008 - Feb 2010**

* Work with R&D to address customer big problems.
* Document all technical inquiries, develop and review content for knowledge base.
* Troubleshoot central logger [syslog, rsyslong, syslog-ng].
* SSL Certificate escalation engineer.
* Share knowledge with team in areas of my expertise.
* Work week-ends on on-call rotation.
* Continue to provide excellent customer support to our clients.
* Ongoing training to polish my skill

**Zimbra - Sr. Technical Support Engineer, San Mateo, CA May 2006 - Oct 2008**

* Respond to customer inquiries via email, SalesForce and telephone.
* Resolve customer technical issues through diligent research and reproduction.
* Work directly with other technical support staff as well as R&D and QA to resolve technical issues.
* Work with Sales team in a pre-sales engineer capacity.
* Work with colleagues to test alpha and beta products.
* Technical writing of Zimbra release notes.
* Perform 24x7 on-call responsibilities during scheduled periods.
* Involved in the interview process of new team members & training/mentoring new support engineers.

**Contract Computer Consultant San Francisco Bay Area, CA August 2001 – April 2006**

**Chevron Credit Union (Unix System Administrator II)**

* Build a central logging infrastructure using Open Source Software (Apache, MySQL, Syslog-ng and PHP)
* Build a bug tracking system using Open Source Software (Mantis, Apache, MySQL and PHP)
* Performed Security audits on database applications (Oracle 9i, DataTrac and DocMagic).
* Upgrade IBM Xseries Hardware Management Console server (Version 4.3 to Version 4.5)
* Upgrade IBM AIX pSeries server (Version 5.2 to Version 5.3)
* Build secure Linux server (Fedora Core 4)
* Helped with the end users issues using Track-IT Enterprise 6.5 ticketing system and PcAnywhere
* Helped with Email security using proofpoint messaging security server

**Storage Network Industry Association (Desktop Support – Network Administrator)**

* Server installation, upgrades, maintenance, troubleshooting
* Network security (Pix Firewall), antivirus and spam filtering
* Deploying and maintaining Qmail server
* Install, configure and maintain Windows 2000/2003 network
* Authorized hardware/software purchases
* Providing back-up resolutions

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**IAsiaWorks, Inc. Helpdesk Engineer Burlingame, CA July 2000 – July 2001**

* Supporting 110 users in the corporate office plus five remote national/international offices
* Rolling out new laptops using Ghost application
* Authoring user requirements and training users
* Maintaining two NT servers, CommuniGate Pro mail server running RedHat 6.2. Apache web server running

FreeBSD 4.0

* Maintaining corporate DNS/DHCP server
* Managing user remote access for dial-up connection using Radius Server/IPass
* Checkpoint Firewall running on Solaris 2.6. OpenBSD2.8 firewall/NAT/VPN
* Cisco routers/switches
* Participated in the relocation of the company’s network from San Mateo to Burlingame
* Performed server’s backup using HP Openview
* Participated in relocating the database servers to PAX datacenter
* Performed work on Windows NT Server, Novell Server, Unix Server, Zyplex Terminal Server
* Cisco catalyst switches; network cabling

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**1994 – 1995**

**Naval Forces – Honorary Discharge**

**EDUCATION**:

**Alexandria University –** BS with emphasis on Archaeology/Egyptology

Suse Linux System Administration Certified

Sun Solaris 8 Certified

Microsoft Certified Systems Engineer for Windows 2000

A+ Certified

**LANGUAGES:**

Read/Write/Speak/Comprehend: English, Arabic and French