

STEVEN BOTROS

Software Engineer

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WORK EXPERIENCE

Technical Support Professional - VMLC

IBM | January 2022 - Present

- VM Lifecycle team is responsible for driving solutions to Power Virtual Server customers as fast as possible.
- Lead the problem resolution process through analysis and trouble-shooting, to deploying workarounds or fixes.
- Collaborate with Development to drive product quality, functionality and usability improvements.

Global Technical Support Expert

Orange Business Services | October 2020 - December 2021

- Troubleshooting Cisco and Riverbed Solutions.
- Provide professional first technical point of contact for global customers and diagnose fault-related cases by effectively utilizing software diagnostics.

Network & System Engineer

Information System Institute | August 2018 - October 2020

- Daily management and monitoring of computer systems
- Networking of computers and servers & Troubleshooting

EDUCATION

German University in Cairo

B.Sc. IET Communications Department 2017

Degree: Very Good (B+ 1.8)

Bachelor Project: UWB MIMO Antennas with reduced mutual coupling

Bachelor Project Degree: Excellent (A+ 0.7)

Sahara Language School

General Secondary Certificate Degree: 99.6%

TECHNICAL SKILLS & FRAMEWORKS

- ✓ System Administration:
 - Redhat system administration
 - Redhat network service
 - MCSA
- ✓ DevOps:
 - Git, Docker, Ansible, Jenkins, Kubernetes, Terraform & OCP
- ✓ Cloud:
 - AWS & IBM
- ✓ Programming languages:
 - Python, bash scripting & Java
- ✓ Networking:
 - CCNA & CCNP Enterprise (Certified)
- ✓ Virtualization:
 - VMware & Oracle VirtualBox
- ✓ Applying Agile values & principles to daily work life (SCRUM & KANBAN) using (JIRA & TRELLO)

MEMBER AND LEADER AT EGYPTIAN SEA SCOUT
SINCE 2007

CERTIFICATIONS & COURSES

[HTTPS://WWW.CREDLY.COM/USERS/STEVEN-BOTROS](https://www.credly.com/users/steven-botros)

★ CCNP Enterprise

Validate this certificate's authenticity at:

www.cisco.com/go/verifycertificate

Verification No. SMLM9K6N1LF418CB

★ RCPE Certified Associate & Professional:

- WAN Optimization & Netprofiler
- Network Planning & Config. Management
- SD-WAN

★ IBM:

- Cloud Core
- IBM Storage and Cloud Essentials
- Containers & Kubernetes Essentials
- Building Cloud-Native and Multi-cloud Applications
- IBM Agile Explorer & Growth Behaviors
- Enterprise Design Thinking Practitioner

★ KodeKloud:

- DevOps Pre-Requisite Course

★ Udacity:

- Advanced AWS Cloud DevOps Nanodegree Program

PUBLICATIONS

- **'Different Channel Model Capacity Calculations for Different UWB MIMO Antenna Systems' , 'Proposed Spherical Channel Model Capacity Calculations for Different MIMO Antenna Systems' & 'IMPACT OF MIMO ANTENNA DESIGN ON COMMUNICATION CHANNEL CAPACITY USING THE KRONECKER MODEL'**

in 2 conferences: the 12thLAPC IEEE Conference, Loughborough, England, November, 2016 & in the IEEE AP-S Symposium on Antennas and Propagation and USNC-URSI Radio Science Meeting , San Diego, California, USA, July, 2017

SOFT SKILLS

- Communication and presentation skills
- Team work and collaboration
- Creativity and problem solving
- Adaptability and flexibility

INTERNSHIPS AND WORKSHOPS

- Telecom Sector at EEC Group
- 5G mobile Networks mainly D2D comm. at GUC
- Workshop in Berlin: Diagnosis of Diseases Using the Electromagnetic Properties of Human Tissues Supported by MW Antenna Sensors using CST Program.