

# MOHAMED ALAAELDIN AZMY

ELECTRONICS AND COMMUNICATIONS ENGINEER

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📍 6 of October city, Giza, Egypt

## EDUCATION

### Misr University for Science & Technology

Bachelor of Electronics and Communications Engineering.

**Class of 2017**

**Graduation project:** Wireless power transmission.

## EXPERIENCE

### AIX Technical Support Engineer

**IBM, Egypt**

**Dec 2018 to present**

- Primary responsibility is to provide technical support and assistance to clients who are using IBM's AIX operating system on the POWER machines.
  - Collaborating with cross-functional teams.
  - Conducting root cause analysis and developing solutions to prevent a recurrence.
  - Providing technical guidance.
  - Assisting with deployment and configuration.
  - Providing training and mentoring to junior support engineers and customers.
  - Managing customer escalations and providing timely and effective resolutions.
  - Maintaining up-to-date knowledge of different IBM products.
- Handling 2 main components:
    1. PowerVM (VIOS)
      - Provide technical support to customers using IBM PowerVM virtualization technology
      - Troubleshoot complex technical issues related to server virtualization, hardware, software, networking, and storage.
      - Work closely with customers to understand their business requirements and provide technical guidance on how to optimize their virtualized environment
      - Assist with the deployment and configuration of PowerVM environments and provide guidance on best practices

## ABOUT ME :

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities.

## MILITARY STATUS:

Exempted.

## ABILITY TO RELOCATE:

Yes

## MARITAL STATUS:

Married.

## EXPERTISE

- Management Skills
- Problem Solving
- Negotiation
- Critical Thinking
- Communication Skills

## LANGUAGES

Arabic	Mother Tongue
English	Excellent
French	Begginer

## 2. Hardware management console (HMC)

- Assisting our clients with the graphical user interface (GUI), and the Command Line (CLI) for managing the configuration of IBM Power Systems servers, including storage, networking, and virtualization.
- Provide the "How-to" to our clients, to utilize the HMC features.
- Assisting clients in upgrading the HMC Software level.
- Review the HMC logs to make sure that the HMC is working as expected.

## **Core 1st line contractor Engineer (Core Switches Performance Enhancement Project)**

### **Orange Egypt**

**May 2018 to Aug 2018 (3-months Project))**

- Performing health checks for all network elements from a maintenance perspective to generate & analyze core O&M reports.
- Improve the system performance by preparing the KPI reports.
- Backup securing actions on a daily and weekly and monthly basis.
- Handling from the site all critical alarms in emergency cases.
- Spare parts management for core switches.
- Attend all surveys done day/night all over core switches with all project stakeholders and provide them with all needed information to complete the project properly.

## **Technical Support, Account: SONY Electronics**

### **Sykes, Egypt**

**Sep 2015 to April 2018**

- Providing technical support for different Sony products (Vaio, TVs, Cameras, Sound system, etc.)
- Setting follows up plans and commitments for unreachable customers.
- Escalating cases to second level support when needed.
- Team leader delegation.

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## **PRE- GRADUATION EXPERIENCE**

### **Sales Engineer**

#### **GLOSYTECH**

**Jan 2011 to Dec 2013**

- Responsible to sale and market the technical services and products that GlosyTech provides.
- Explain the benefits of these technical services.
- Discover the customers' needs and present the technical services accordingly.
- Discuss the details of the tech service and products and answer all tech questions

### **Customer support representative**

#### **Mobinil Egypt**

**2007 to Dec 2008**

- Contacting customers and gather the required information to update their accounts.
- Taking dealers calls and assist them with their questions about their account, credit, etc.

## COURSES & CERTIFICATIONS

- **The Ultimate DevOps Bootcamp** Currently enrolled
  
- **IBM internship** Jun.2017 – Sep. 2017
  - AIX
  - Linux
  - Network
  - POWER machines
  
- **CCNA** 2016

EGYSPARK center, Nasr city

  - Routing and Switching
  - Network structures and methods
  - Cisco packet tracer.
  
- **Python Programming Language** Self-Education, Intermediate
- **JAVA Programming Language** Self-Education, Intermediate
- **ICDL** 2017
- **AutoCad** 2016

## IBM E-LEARNING 2018-2023:

- **Agile@IBM - Program Fundamentals**
- **AIX AN 10**
- **CompTIA network**
- **HMC 950**
- **Shared Storage pool basics**
- **SAN introduction**
- **Live Partition Mobility understanding and debugging.**

*Thanks for your consideration*