Holds a Bachelor in Tourism & Hotels and has over 5 years of experience as a ServiceNow Test Engineer/Consultant and 12 years in IT industry.

PERSONAL DATA

Nationality	:	Egyptian
Gender	:	Male
Residence	:	Cairo

EDUCATION

:	Bachelor in Tourism & Hotels, Alexandria University, 2007

LANGUAGES

Arabic	:	Native Language
English	:	Good

COMPUTER SKILLS

:	Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

:	ISTQB Certified Tester - foundation level (CTFL) - estb.org.eg (210204003).
:	ServiceNow Certified System Administrator – ServiceNow (23761315).
:	Certified SAFe®6 Agilist – Scaled Agile Services, Issued Nov. 2022 - Expires Nov. 2023, 16029487-5496.
:	Micro-Certification - Predictive Intelligence – ServiceNow.
:	Micro-Certification - Flow Designer – ServiceNow.
:	Micro-Certification - Integration Hub – ServiceNow.

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From May 2020 till now
Employer	:	VOIS
Job title	:	ServiceNow Test Engineer / Consultant
Job Description	:	• Proficient in ServiceNow scripting using JavaScript and Glide API.
		• ServiceNow development including UI Policy, Client Script, Business Rules, Script Include, Flow Designer, Automated Test Framework, Knowledge management and more.

- Strong knowledge of ServiceNow modules including Incident, Problem, Change, Service Catalog, Asset Management, and CMDB.
- Experience in creating and executing test plans, test cases, and test scripts based on business requirements and design specifications.
- Ability to identify defects, report them through tracking tools, verify resolved defects and ensure fixes are working as expected.
- Experience in testing integrations with other systems.
- Excellent communication skills, with the ability to work independently and in a team environment.
- Familiarity with Agile methodology and tools such as Jira, Confluence, etc.
- Design and execute test plans, test cases and test scripts based on requirements and design specifications.
- Identify defects, report them through tracking tools and verify the resolved defects to ensure the fixes are working as expected.
- Collaborate with developers and stakeholders to ensure timely and accurate resolution of defects.
- Work closely with business analysts to understand the requirements and provide inputs to design test cases and scenarios.
- Ensure the quality of deliverables and adherence to standards and processes.
- Communicate test results, test progress and quality issues to stakeholders.
- Document and maintain test artifacts such as test cases, test results and test plans.

Dates	:	From Jun. 2019 till May 2020
Employer	:	VOIS
Job title	:	Digital Design & Enablement Analyst
Job Description	:	

- Responsible for the operation, support and maintenance in relationship to the company's IT systems within the Integration domain (main applications include but not limited to (VGECO, ServiceNow, Remedy). Second line support and maintenance of the IT applications and supervising role on supported application area. Second line maintenance and support mean highest escalation level on trouble shooting responsibility, deepest system knowledge and specialization on platforms and services than in first line maintenance. The activities include end user and daily first line maintenance support, application maintenance, vendor management, furthermore participation in developments handover on the operations part. Maintains direct vendor contact regarding third line maintenance support issues and fault tracking. Sets up systems and application monitoring tools for the first line maintenance service departments' surveillance and trouble shooting. Prepares documentation and sets up of alarm systems with correlation rules. Check that both user and vendor SLA's are held.
- Provide administrative and technical support for assigned applications.
- Maintain operation, monitoring, and integrity of production, test, and development systems to meet established standards.
- Coordinate and escalate issues to support teams and third-party vendors to troubleshoot and resolve issues.
- Work closely with Application Development teams for new application

installations, releases, and testing.
- Perform regularly scheduled system updates, changes and failover tests for assigned applications.
- Assist Third & fourth level of support team members to advance DevOps practices.
- Create and maintain support documentation for applications.
- Act as a subject matter expert for business application systems, and interface between end-users, technical support, and Application Development teams.

Dates	:	From Jun. 2015 till Jun. 2019
Employer	:	IBM
Job title	:	E-Learning Technical Support Specialist
Job Description	:	

- Handle help desk service requests via email and chat according to SLAs and announced quality criteria.
- Troubleshoot technical issues related to VMware virtual machines in which students do their exercises.
- Create and update tickets on tracker tools to document and track the resolution of all support cases.
- Ticket control. Make sure all aging tickets are reviewed daily. (Have agents go over open tickets on the help desk to see why they are open and if there is any action that needs to be taken).
- Properly escalate support issues to the appropriate higher-level support teams and follow up regarding the status of all opened tickets as long as it is still assigned to the agent.
- Work with Team Lead on the daily, weekly, monthly reports.
- Attend all calls with Program Manager and team.

Dates	:	From Sep. 2014 till Jun. 2015
Employer	:	IBM
Job title	:	IT Service Desk / Remote Technical Support
Job Description	:	

- Technical Responsibilities:
  - Provide first level customer support including troubleshooting basic issues with computer hardware, network/internet connectivity, email, and software applications as well as completing client requests for password and user account administration based on documented procedures.
  - Rebuild, repair, and/or upgrade client computers based on documented procedures.
  - Clean up computers.
  - Run diagnostic programs to resolve problems.
  - Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Administrative Responsibilities:
  - Respond to and log all inquiries received from clients via telephone or email.
  - Maintain detailed documentation and updating tickets for all incoming support requests in real-time.
  - Keep well documented and updated case notes on all tickets daily.
  - Provide daily communication to clients on outstanding ticket status.

- Identify, analyze, troubleshoot and resolve client service requests.
- Work as a team member to collaboratively resolve client requests and technical issues with other team members, partners and vendors.
- Ask and gather intelligent questions about the client's business and accurately record in ticketing system.
- Properly escalate tickets to a higher level of support as necessary including service that exceeds skill level, reasonable repair time (no more than 15 minutes), lack of parts, or any other issue that could impact customer satisfaction.

Dates	:	From Sep. 2013 till Aug. 2014
Employer	:	IBM
Job title	:	Service Desk Coordinator for Saudi Operator
Job Description	:	• Accept and prioritize computer help requests and assign the tasks to the appropriate technicians on the staff.

- Accept and prioritize computer help requests and assign the tasks to the appropriate technicians on the staff.
- Obtain necessary information from customer care agents to adequately describe the request or problem report.
- Analyze the reported issue and assign it to a team member best qualified to resolve the problem.
- Enter the work order into a tracking system, in order to assign it to the proper team.
- Assign a priority level to each task to help the technicians which tasks are the most urgent.
- Keep an eye on the resolved incidents in order to provide the appropriate solution to users as fast as possible.
- Assist with Major incidents as required.
- Report to management on key metrics.
- Act as a focal point for escalations.
- Tools: Siebel, Maximo.

Dates	:	From Aug. 2010 till Sep. 2013
Employer	:	IBM
Job title	:	Customer Service Representative for International Account
Job Description	:	

- Responsible for receiving customer chat sessions, handles emails, ensures consistent productivity and quality of service, maintains customer satisfaction and ensures that all tickets are logged and assigned accordingly.
- Handling and assisting Tier2 (second level) with problem determination.
- Providing email translation from Polish to English, so Tier2 could understand and check the proper solution. Then, translate this solution back to Polish and provide the customer with it.
- Being available to receive any new chat at start of shift.
- Ensuring consistent productivity and quality of service.
- Meeting SLAs and individual KPIs, maintaining customer satisfaction.
- Handling any Severity 1 & 2's appropriately.
- Escalating queries when required to appropriate personnel.
- Escalating any issues as soon as they arise to the appropriate contact Identify knowledge management gaps and drive closure.
- Identifying, researching, troubleshooting and resolving technical

problems that customers may encounter.
- Creating opportunities for up-selling and cross selling.
- Checking CSAT 'Customer satisfaction' figures for agents and providing support to them in order to achieve better scores.
- Providing support in cases related to blocked accounts by analyzing them using advanced fraud tool.
- Tools: Moxie (nGenera), Backoffice, Fraud tool, Advanced Fraud tool.

Dates	**:**	From Jan. 2009 till Jul. 2010
Employer	**:**	Travco UAE & Oman
Job title	**:**	Tour Guide
Job Description	**:**	• As a tour guide, my job involved introducing tourists to Egypt 's unique and popular attractions.

- Playing the role of a cultural ambassador, offering commentary and interesting tidbits of information, which should allow visitors to fully experience and enjoy Egypt's social, cultural and historical highlights.
- Having organized client presentations to provide area-specific travel information like geographic features, local customs, restaurants, special events and points of interest. Imparted domestic/ international travel information to client, like passport, visa, inoculation requirements, customs regulations and currency exchange rates.

Field of experience :
- Proficient in ServiceNow scripting using JavaScript and Glide API.
- Skilled in ServiceNow development including UI Policy, Client Script, Business Rules, Script Include, Flow Designer, Automated Test Framework, Knowledge management, and more.
- Experienced in testing integrations with other systems and providing technical support.
- Familiarity with Agile methodology and tools.
- Career Highlights:
    - Successfully delivered multiple ServiceNow projects, meeting or exceeding client expectations.
    - Developed and implemented an effective testing strategy resulting in a significant reduction in the number of defects found in production.
    - Led the troubleshooting and resolution of complex technical issues, resulting in improved system stability and performance.
    - Maintained a record of achieving high customer satisfaction ratings, resulting in repeat business and positive feedback from clients.