

Holds a B. Sc. in Computer & Automatic Control Engineering and has about 20 years hands-on experience working in automation field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 15/09/1974
Gender : Male
Residence : Madinaty, Cairo

EDUCATION

: B. Sc. in Computer & Automatic Control Engineering, Ain Shams University, 1997

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office, Internet
: Programming Languages: C, C ++, HTML, PHP
: System Development Tools: Lab windows/CVI, Power Builder

TRAINING COURSES AND CERTIFICATIONS

: PHP, HTML (Private tutoring) (Sep. 2008).
: Project Management Diploma, RITI, Cairo (from Jan. till May 2007).
: CISCO CCNA Certification Program, Wake Technical College, Raleigh, North Carolina (2002-2003).
: Data Communications, University of California, Los Angeles (winter 2002).
: Business Writing, Tag, Cairo.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From May 2015 till now
Employer : United Ofoq, Cairo
Job title : Support Team Leader
Job Description :

- Receive customer calls, analyze customer issues and manage them to be solved.

- Ensure holding daily meetings to follow up team tasks.
- Hand off customer issues to the developers and implementation teams.
- Engage appropriate internal resources to resolve technical issues and update our customers on progress toward resolution.
- Ensure customer needs are met with consistently high quality of service provided.
- Review daily priorities and take appropriate actions to ensure results are achieved.
- Provide input, issues reports to company management.
- Provide team performance reports for company management.
- Prepare support contracts, hold meetings with customer regarding contracts, issues.

Dates : From Feb. 2014 till Apr. 2015

Employer : Trendak, Cairo

Job title : QA and Support Manager

Job Description :

- Develop and drive a high-level QA strategy, as well as take a hands-on approach to implementing that strategy.
- Design, implement, and maintain comprehensive test plans to ensure software requirements are met.
- Develop software quality test plans and test cases, and lead in setting and maintaining the standards for Software Quality Assurance test documentation.
- Maintain a high degree of error free programs, procedures, systems, and documentation on all software Application releases.
- Setting and implementing issue tracking system Bugzilla, and documenting all issues and test results on it.
- Setting and implementing Support and HR systems at Trendak which are: IceHRM and Plone 4.3.
- Develop and implement processes to manage the support and QC.
- Remain current on changes and new developments on new and existing software applications/releases.
- Creating processes KPI reports.

Dates : From Mar. 2009 till Jul. 2013

Employer : United Ofoq, Cairo

Job title : Quality Control Manager

Job Description :

- Develop and execute test plans to comprehensively examine the software development life cycle.
- Responsible for the HR product version Release notes, user guides, user manuals and test scenarios and cases.
- Train and supervise software testers to find bugs, and to interact efficiently with software.
- Verify Ofoq HR product is in proper working order and compliance with government laws, Products must meet company and customer standards.
- Manage the department documents on wiki, establish and maintain policy for documentation of all products.
- Review documentation before it is sent out to external customers.
- Searching and trying products for bug tracking system.

Dates : From Mar. 2005 till Aug. 2008
Employer : ASSET Technology Group, Cairo
Job title : Senior Technical Support Engineer
Job Description :

- Responsible for software production from preparing the release copies to preparation of the Oracle and SQL database environment.
- Product testing and manual preparation.
- Prepare custom-tailored backup/restore and disaster recovery plans for production servers.
- Delivered training of multiple ASSET products in document management systems.
- Responsible for the internal implementation for ASSET documents on its product, Jupiter and creating reports.
- Maintain systems and the hosted services through monitoring, data backup, troubleshooting and proactive security measures.
- Upgrading and upsizing databases from earlier versions to the latest versions oracle 9i, 10g, SQL 2000, 2005.
- Installation and configuration of various software applications, hardware and software.
- Escalated bugs, analyzed existing setup for better performance of the applications.
- Installation and Troubleshooting of Oracle 9i, 10g database and related components windows2003, XP, 2000.
- Configuring network printers, local printers, scanners.

Dates : From May 2004 till Mar. 2005
Employer : Electrical Power Systems (EPS), Cairo
Job title : Senior Staff Programmer
Job Description :

- Responsible for the programming, testing as well as support of a complete medical record and billing system using Power Builder Programming Language and SQL server.
- Researching customer problems, filing and resolving bugs with SQL Server.

Dates : From Dec. 1998 till Jun. 1999
Employer : ASSET Technology Group, Cairo
Job title : Technical Support Engineer
Job Description :

- Handled the Installation and training of Document Management System EasyImage and OCR system "ICRA".
- Installation and configurations of attached H/W peripherals such as: Printers and Scanners.
- Managed ASSET Training Center, arranging for the training courses such: ASSET products, MicroSoft products and ORACLE, checking for the manuals and training materials.
- Marketing for the Company products, its training center and MicroSoft development tools through exhibitions as well as writing the ASSET profile, and brochures especially for the seminars and exhibitions such: Comdex and GYTEX.
- Arranging and presenting ASSET Products and ASSET as MicroSoft developer in COMDEX exhibition.

Dates : From Feb. 1998 till Dec. 1998
Employer : ASSET Technology Group, Cairo
Job title : Quality Assurance Engineer
Job Description :

- Handled the Installation and Quality Assurance of the Document Management System "EasyImage", which is one of ASSET products.
- Installation and configuration of all related H/W, S/W components including databases (ORACLE, SQL, ACCESS server), Scanners and printers.
- Solving interfacing problems between EasyImage and ORACLE database through testing.

Dates : From Oct. 1997 till Feb. 1998
Employer : REAL TIME SYSTEMS (RTS), Cairo
Job title : System Integration Engineer
Job Description :

- Full system integration of H/W and S/W components in computer-controlled machinery systems.
- Representing "RTS" in Electrix exhibition.