Mohamed Abed

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Professional Experience

VMware   Remote
Technical Support Engineer   December 2022 – May 2024
- Provided technical support to high tier and premium global customers, maintaining a customer satisfaction rate of 95% through effective communication and problem-solving skills.
- Developed product content for the VMware knowledge AI chatbot which aimed to provide customer with the power to self-assist.
- Collaborated with senior team members to identify and address trending user pain points, streamlining documentation efforts and reducing average resolution time by 25%.
- Created a log analysis tool to streamline analysis processes, resulting in a 40% increase in issue resolution efficiency.

Udacity   Remote
Session Lead - Freelancing   December 2023 – Present
- Conducted online weekly sessions to more than 80 students from all over Egypt under the management of the ministry of communications with a 95% course completion rate.
- Assisted junior students in grasping the fundamentals of programming, cloud engineering, and cyber security while maintaining a 90% satisfaction rate.

Leadership & Activities

VMware University Relations   Remote
Committee Member   January 2023 – Present
- Mentored senior college students technically throughout their graduation project development and deployment.
- Collaborated with all committee members to create a 2-week long VMware's summer workshop for 40+ students to give them insights into VMware software suite.

VMware Explore Hackathon   Remote
Participant   November 2023
- Led a small team of 4 members to design a virtualized Machine learning solution that provides the latest ML technologies in the form of containerized images and deploys it using the latest Nvidia-VMware technologies.

Skills & Interests

Technical: Python, Bash scripting, GIT, SQL, Kubernetes, Docker
Knowledge: Linux Administration, Jenkins, GCP, AWS cloud services, Terraform, VMware cloud infrastructure, Grafana, Data Analysis, Data visualization (Tableau/Matplotlib)
Certifications: Double VCP DCV/NV, AWS MLops Nanodegree, GCP Professional Cloud Architect

Education

SOHAG UNIVERSITY   September 2016 – July 2021
Bachelor of Engineering, Electronics & Communication
Project: Self Driving Car Using Deep Learning