


# Amr Mohie El-Deen

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8 years of experience in customer-facing roles, helping customers to design, migrate, and manage complex hybrid cloud environments. Certified AWS Solutions Architect Professional and The Open Group Master Certified Technical Specialist.

## WORK EXPERIENCE

Amazon Web Services

Oct. 2022 – Present

*Cloud Support Engineer II*

*Dublin, Ireland*

- Provide architectural guidance as a trusted advisor for AWS enterprise customers, reviewing architectures and recommending optimizations to meet business needs
- Member of the Technical Domain Authority team responsible for investigating critical severity escalations involving complex architectures
- Guide customers in implementing AWS best practices to enhance performance and security
- Mentor and supported junior team members

IBM

Jan 2020 – Sep 2022

*Lead IT Management Consultant*

*Cairo, Egypt*

- Partnered with clients to design and execute complex migrations from legacy on-premise infrastructure to hybrid cloud solutions, improving scalability and reducing costs
- Led the delivery of +\$500K service contracts annually
- Led infrastructure design workshops for key customer projects, collaborating with stakeholder teams to create architecture plans tailored to business requirements and IT environments
- Contributed to closing multi +\$1M deals across MEA, delivering proof of concepts creating infrastructure architecture documents, and presenting them to client executives
- Mentored and developed ramp-up plans for the new team members

IBM

Jul 2016 – Jan 2020

*IT Management Consultant*

*Cairo, Egypt*

- Backup and recovery SME for Egypt and North Africa
- Designed and implemented tailored storage/ Data Protection solutions for clients, optimizing performance, reliability, and cost-efficiency
- Exceeded customer satisfaction targets and maintained a world-class NPS of +85 for 3 consecutive years
- Delivered multiple official training to enterprise clients across MEA, Upholding +8 feedback score

OGtech

Dec 2015 – Jul 2016

*Pre-Sales Engineer*

*Cairo, Egypt*

- Collaborated with sales and technical teams to design and deliver RFID solutions, effectively addressing clients' unique business needs and driving revenue growth

## EDUCATION

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German University in Cairo

Jul 2015

*Bachelor of Engineering and Material Science, Mechatronics Major*

*Cairo, Egypt*

## CERTIFICATIONS & SKILLS

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- **Certifications:** AWS Solutions Architect Professional | AWS DevOps Engineer Professional | The Open Group Master certified technical Specialist | RHCE | RHCSA | IBM Recognized Speaker/Presenter
- **Skills:** Python | AWS | Ansible | Cloudformation & Terraform | CI/CD | Docker & Kubernetes | Linux