Omar Ehab

Remedy System Administrator

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Profile

Diligent and results-driven IT professional with a strong foundation in Remedy System Administration. Armed with a Communication Engineering degree, I bring a robust technical skill set encompassing BMC Remedy, ITIL practices, and adept troubleshooting abilities. Committed to optimizing IT operations, I thrive in collaborative environments and possess excellent communication skills. Eager to contribute my passion for efficiency and problem-solving to a dynamic team as a Junior Remedy System Administrator.

Education

Bachelor of Electrical, Electronics and Communications Engineering 2018/01 – 2023/04
Higher Technological Institute,HTI

Skills

ITIL V4
Demonstrated proficiency in ITIL V4 methodologies.

Remedy Workflow customizations
using BMC Developer Studio.

Custom Integrations
Proven experience in proposing and implementing the architecture of custom integrations.

Mid-tier and Load Balancer
Experience with Mid-tier and troubleshooting issues related to load balancer configurations.

Designing a new approval processes & Rules.

System Analysis And Design.

Database Management
Proficient in Oracle DB and using Oracle SQL Developer. Proficient in SQL Server DB and using SQL Server Management Studio.

Web Technologies
HTML, CSS, React, RESTful API, Express, Nextjs, Flask

Data Warehousing and Database Systems

Docker

Remedy ITSM Suites
ARS, SRMS, CMDB, Digital Work Place, Smart IT and Smart Reporting

Strong ITIL Framework concepts

Performance Tuning
Adept at performance tuning and troubleshooting BMC Remedy AR Server issues.

Business Process Design
Expertise in designing and implementing business processes in tools, adhering to best practices.

Good experience on BMC Discovery "ADDM".

Good knowledge in DB objects.

Programming Languages
Python, C++, C#, JavaScript, SQL, Java

Data Processing and ETL

Git/Github

Cloud Technologies
Amazon Web Services (AWS), Microsoft Azure

Professional Experience

BMC Remedy Developer & Administrator 2024 – present
CyberMak

- Configured and customized BMC Remedy ITSM modules (Incident, Problem, Change, SLA) to align with Modon's needs.
- Developed complex workflows and automations within Remedy, enhancing IT service efficiency.
- Integrated Remedy with external systems, including ZATCA, via RESTful APIs, ensuring regulatory compliance.
- Created custom forms and views using Remedy Developer Studio, improving user experience.
- Managed system administration tasks such as user management, performance tuning, and applying patches.
- Optimized system performance through database query tuning and workflow enhancements.
- Developed reports and dashboards, providing key insights into IT service metrics.
- Provided advanced troubleshooting and support, ensuring system stability and quick issue resolution.

Backend Developer | Node.js | School ERP System 2021/02 – 2023/09

Esteathan

- Built and maintained RESTful APIs with Node.js and Express for a School ERP system used by 20+ schools.
- Managed MongoDB databases, optimized queries, and implemented caching with Redis.
- Secured APIs with JWT, and integrated real-time features using WebSocket.
- Automated CI/CD pipelines.

Backend Developer | Java Stack | E-Commerce Platform 2023/10 – 2024/02

- Developed and maintained microservices for a high-traffic e-commerce platform using Spring Boot and MySQL.
- Designed RESTful APIs for product management, order processing, and payment integration.
- Implemented OAuth2 and JWT-based security with Spring Security for secure API access.
- Optimized performance with caching (Ehcache) and asynchronous processing (Kafka).
- Automated deployment using Jenkins and Docker, deployed on Kubernetes.
- Monitored system health and performance with ELK Stack and Grafana.

Projects

SaaS platform using AI

Built with the Next.js 13.5 App Router, tRPC, TypeScript, Prisma & Tailwind

Saas Application using text summarization reading PDFs and replaying user questions about it

Full Stack E-Commerce

Full Stack E-Commerce + Dashboard & CMS: Next.js 13 App Router, React, Tailwind, Prisma, Postgres

Jobs posting platform

full stack application, using MongoDB, Express, React and Node.js

Realtime chat app

Build and Deploy a Chat Application That Scales Horizontally with WebSockets and Upstash Redis

Using [Fastify - Backend , Websockets - Realtime , Next.js - Frontend , Tailwind & Shadcn UI - Styling , Redis - Pub/Sub Docker/docker-compose - Containerization , GitHub actions - CI/CD , DigitalOcean - Host the backend , Vercel - Host the frontend]

Modular Self Driving Car With V2x Communication

Graduation Project

Develop a self-driving car system with advanced perception capabilities and path planning algorithms. It includes components such as lane detection, traffic light detection, object detection, and free space detection. The system utilizes CNN-based approaches, such as CNN-based lane detection and traffic light detection, along with the YOLO algorithm for object detection. The project involves training the models on diverse datasets and evaluating their performance using metrics such as accuracy and mean average precision. Overall, the project focuses on achieving accurate perception and efficient path planning for safe autonomous driving.Additionally, the project incorporates V2X (Vehicle-to-Everything) communication technology, enabling the self-driving car to interact with other vehicles, infrastructure, and pedestrians. The V2X system enhances situational awareness and enables the exchange of critical information for improved decision-making and cooperative driving.